

File No. D-21014/07/2013-C&G
Government of India
Office of the Director General of Civil Aviation
Opp. Safdarjung Airport, New Delhi-110 003.

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Dated: 25-07-2013.

TENDER NOTICE

SUB: "Quotations for CAMC of Computers and peripherals of DGCA."

Quotations are invited from interested firms for award of Annual Comprehensive Maintenance Contract for Computers/Server/Printers/UPS/LAN systems/Network Switches etc along with removal of virus, maintenance of Software like windows XP/Vista etc in the office of the **DGCA, Opposite Safdarjung Airport and at CEO, East Block, and No. III, R.K. Puram, New Delhi.** Sealed quotations addressed to **Shri B.K. Srivastava, Deputy Director of Administration, Office of the DGCA, Opp. Safdarjung Airport, New Delhi - 110 003** should reach this office latest by **03.00 PM on 14/08/2013.** The Technical and Financial terms and conditions of AMC are available in the Tender Document.

(B.K. Srivastava)
Deputy Director of Administration
for Director General of Civil Aviation

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TENDER DOCUMENT

Quotations are invited from interested firms for award of Annual Comprehensive Maintenance Contract for Computers / Server / Printers / UPS/LAN systems/Network Switches etc along with removal of virus, maintenance of Software like windows XP/Vista etc in the office of the DGCA, Opposite Safdarjung Airport and at CEO, East Block, No. III, R.K. Puram, New Delhi. Sealed quotations addressed to Shri B.K. Srivastava, Deputy Director of Administration, Office of the DGCA, Opp. Safdarjung Airport, New Delhi - 110 003 should reach this office latest by **03.00 PM on 14/08/2013.**

The summary indicating number of items to put under AMC is detailed enclosed in **Annexure III.**

TERMS AND CONDITIONS

(A) General conditions:-

1. The firm should have successfully undertaken similar work in Govt. Department/ Ministries
2. The firm should have Work Contract Certificate registered in their name for computer maintenance.
3. The firm should be in the trade with Annual Maintenance Contracts worth more than **Rs. 50Lakhs** per annum during the last 2 years ending 31st March, 2013.
4. Company should be an **ISO 9001:2008 & ISO 20000-1: 2005** certified for servicing. Certificate should be submitted.
5. The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **1000 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.
6. Firm should be **Authorized Supplier** of any one of the companies like /HP /Lenovo / Dell / etc. The vendor will be required to liaison with the **O.E.M. for Maintenance** of these computers/servers/UPSs and network equipment's etc.
7. Firm should be authorized **Warranty Service Provider** of any one of the companies like /HP /Lenovo/Dell /IBM etc. & certified copy of the same has to be submitted against this tender.
8. **The resident engineer deployed** under the contract must have 3 Years Computer Hardware Diploma or BCA/B.Sc (IT)/M.Sc (CS) with or MCSE, MCP, MCITP, and CCNA Certified.

9. List of customer along with copies of order of AMC executed within last 3 years.
10. The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.
11. Income tax clearance certificate for the last two years must be attached.
12. The company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.
13. The vendor will deploy two qualified resident engineer who would be resident at our office on all working days from 9.30 AM to 6.00 PM.
14. The contract would be for the year from the date of coming into contract. Further extension may be considered on mutual agreement.

(B) The scope of software maintenance covers:

All the complaints received shall be attended immediately as follows:

- i. Minor faults immediately.
- ii. Major faults within 4 working hours by replacement method, with the available spares, if instructed by Section Officer(C&G)
- iii. Major faults within 48 hours.
- iv. The firm shall be responsible for taking backup data and programmer available in PC, before attending the fault and shall be responsible for reloading the same. The back up copies is to be returned to the users.
- v. If the equipment is required to be transported to the firms/Manufacturer service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
- vi. The replacement of the components, sub-assembles and assembles shall be free of charges.
- vii. The replacement shall also involve all items of equipment:

Including major parts such as monitor tubes, printer parts, print heads of printers, adaptors of printers, HDD, CPU, SMPS, Motherboard, Multimedia Kit, Keyboard, Mouse, CD-ROM Floppy drive, Roller of Printer etc. but- excluding consumables such as computer stationery, burnt items, Teflon, ribbon ink cartridges, UPS Battery etc.

- a) Maintenance of all already installed in the PCs, and peripherals and the software to be installed at later stages. The following software's is already in use:
 - i) MS-Office(all version)
 - ii) Window(all version)
 - iii) Anti virus(all version)

- iv) Software support for exchange.
 - v) Hindi software(all version)
 - vi) Dragon naturally speaking software
- b) The firm must provide necessary support for maintaining VIRUS free computer environment in the DGCA.
- c) Data recovery from crashed hard disc drives from specialized firms, all expenditure, in this regard, shall be borne by the firm.

(C) Payment

- (i) Payment shall be made on pro-rata basis at the end of each quarter after successful completion of job.
- (ii) TDS as per Rules will be deducted from the bills of the contractor.

(D) Submission of bids:-

The interested parties/ firms meeting all above requirements are requested to send their bids alongwith EMD of Rs 20,000 in form of DD/ Pay Order in favour of PAO, DGCA, Ministry of Civil Aviation. The bids should be submitted in sealed cover. The technical bids and financial bids are to be submitted separately in two separate sealed envelopes and both these envelopes should be placed in a bigger sealed envelope which should be super scribed as "Bids for CAMC of COMPUTERS AND PERIPHERALS OF DGCA".

- i. EMD of Rs 20,000 in form of DD/ Pay Order in favour of PAO, DGCA, Ministry of Civil Aviation
- ii. First sealed cover superscribed "Technical Bid for CAMC of COMPUTERS AND PERIPHERALS OF DGCA" should contain
 - a. Duly filled check list alongwith documents as referred in check list
 - b. A copy of Tender Notice is required to be submitted duly signed on each page by the contractor/ Authorised person of the firm
- iii. Second sealed cover superscribed "Financial Bid for CAMC of COMPUTERS AND PERIPHERALS OF DGCA" should contain
 - a. Rates in the prescribed proforma enclosed with tender notice

Bids with any deficiency, will summarily be rejected.

Technical bids will be opened on **16th August 2013 at 3.00 PM** which may be attended by the bidders

ANNEXURE -1

QUOTATIONS FOR CAMC OF COMPUTERS AND PERIPHERALS OF DGCA
TECHNICAL BIDDING CHECK LISTS

S. No.	Parameter	Yes/No.	Page No.
1.	Whether documents are attached indicate that the firm is in the trade with Annual Maintenance Contracts worth more than Rs. 50Lakhs per annum during the last 2 years ending 31st March, 2013.		
2.	Whether documents are attached indicate that Company is an ISO 9001:2008 & ISO 20000-1:2005 certified for servicing.		
3.	Whether documents are attached indicate that minimum one Annual Maintenance Contract of more than 1000 Computers connected in LAN under Linux/Window NT environment for at least two years consecutively.		
4.	Whether documents are attached indicate that Firm is an Authorized Supplier of any one of the companies like /HP /Lenovo / Dell / etc.		
5	List of customer along with copies of order of AMC executed within last 3 years.		
6	Income tax clearance certificate for the last two years must be attached.		
7	Self-attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.		

Signature of the contractor

QUOTATIONS FOR CAMC OF COMPUTERS AND PERIPHERALS OF
DGCA
Financial Bid

S. No.	Parameter	Rates (in Rupees.
1.	Comprehensive rates per annum	
2.	Service Tax (indicate Service Tax Registration Number also	
3.	Total Cost per year inclusive of all taxes etc.	

Signature of the contractor

DESKTOPS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1	HP P3	P3/512MB/40 GB/CRT	1		
2.	HP D330	P-D/256 MB/40 GB/CRT	1		
3.	HP 8100 ELITE	CORE SERIES/2 GB/500 GB/TFT	36		
4.	HP DX2480	CORE 2 DUO/2 GB/160 GB/TFT	67		
5.	HP DX 8200	CORE-I5/2 GB/500 GB/TFT	9		
6.	HP COMPAQ 6000	P-4/256 MB/40 GB/CRT	6		
7.	HP DX 7380	CORE 2 DUO/2 GB/160 GB/TFT	8		
8.	HP DX 6120	P-4/2 GB/80 GB/CRT	5		
9.	HCL 8073A	P-D/2 GB/1GB/512MB/160 GB/TFT	42		
10	HP DX 2280	P-4/1 GB/160 GB/TFT	28		
11.	HP Pro 3090	CORE 2 DUO/2 GB/320 GB/TFT	42		
12.	LENOVO	CORE-I3/2 GB/500 GB/TFT	7		
13.	LENOVO THINK CENT	CORE 2 DUO/2 GB/250 GB/TFT	5		
14.	HP D290	P-4/256 MB/80 GB/CRT	12		
15.	HP DX 2060	P-4/512 MB/80 GB/CRT	8		
16.	HP COMPAQ 7800	CORE 2 DUO/1 GB/160 GB/TFT	1		
17.	APPLE	Apple MAC pro desktop	1		
18.	HP ALL IN ONE	CORE-I5/500GB/4GB	2		

SERVERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	IBM XEON 3400 SERIES	INTEL XEON/3RAID/320 GB/4 GB/TFT	1		
2.	HP Porliant ML330G6	INTEL XEON/3 RAID/320 GB/4GB/TFT	1		
3.	HCL A063A	INTEL XEON/5 RAID/350 GB/4 GB/CRT	1		
4.	HCL B053A	INTEL XEON/5 RAID/350 GB/4 GB/CRT	1		

PRINTERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	HP LJ 1010	HP LJ 1010 USB	1		
2.	HP LJ P1007	HP LJ P1007 USB	124		
3.	HP LJ 1020	HP LJ 1020 USB	25		
4.	HP LJ P1108	HP LJ P1108 USB	5		
5.	HP LJ M1005 MFP	HP LJ M1005 MFD USB	1		
6.	CANON MFD	CANON MFD USB	15		
7.	HP 840C DESKJET	HP 840C DESKJET USB	3		
8.	HP AIO 6110	HP AIO 6110 USB	1		
9.	HP LJ 1200	HP LJ 1200 USB	2		
10.	HP LJ 2015 DN	HP LJ 2015 DN USB	8		
11.	HP LJ 1320	HP LJ 1320 USB	3		
12.	HP LJ 5500	HP LJ 5500 USB	1.		
13.	HP 1160	HP 1160 LPT	2		
14.	BROTHER LJ	BROTHER LJ USB	5		
15.	HP INKJET PRO 8000	HP INKJET PRO 8000 USB	15		
16.	HP LJ 3390 MFD	HP LJ 3390 MFD USB	6		
17.	HP LJ 1505	HP LJ 1505 USB	1		
18.	HP LJ 1018	HP LJ 1018 USB	8		
19.	HP CLJ 2600	HP CLJ 2600 USB	6		
20	HP LJ P1005	HP LJ P1005 USB	8		
21.	HP CLJ 2025	HP CLJ 2025 USB	3		
22.	HP LJ 3055	HP LJ 3055 USB	1		

SCANNERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	HP SCANJET 5590	HP SCANJET 5590 USB	8		
2.	HPSCANJET 2400	HPSCANJET 2400 USB	1		
3.	HP SCANJET 8350	HP SCANJET 8350 USB	1		

UPS

Sr. No	Model type	SPECIFICATION	Battery Rating	No. Of Batteries	No of Qty.	Unit price	Total
1.	VENUS	1000VA	7AH	4	55		
2.	PULSETECH	650 VA	7AH	2	79		
3.	ASIA POWER	650 VA	7AH	2	11		
4.	UNILINE	600 VA	7AH	2	12		
5.	YES	600 VA	7AH	1	1		
6.	ONE-UP	650 VA	7AH	1	6		
7.	CONNECT	600 VA	7AH	2	3		
8.	CYBER	600 VA	7AH	2	1		
9.	ACCU20	600 VA	7AH	2	1		
10.	POWER SECURE	650 VA	7AH	2	2		
11.	NEXUS	600 VA	7AH	1	2		

ONLINE UPS

Sr. No	Model type	SPECIFICATION	Battery Rating	No. Of Batteries	No of Qty.	Unit price	Total
1.	UNILINE	5 KVA	17AH	20	1		
2.	POWERCOM	5 KVA	17AH	20	1		
3.	ENERTECH	5 KVA	26AH	16	1		
4.	UNILINE	5 KVA	26AH	20	2		

NETWORK SWITCHCES

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	NORTAL BAYSTAC 425-24T SERIES	24 PORT (MANAGABLE)	13		
2.	CISCO 2900SERIES	24 PORT (MANAGABLE)	7		
3.	HP PRO CURVE	24 PORT (UNMANAGABLE)	1		
4.	Networking Nodes	Networking Nodes	281		

Laptops

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	Laptop Make: HP/Lenovo	Laptop Make: HP/Lenovo	20		

CEO /DGCA/R.K. PURAM,NEW DELHI

DESKTOPS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	HCL 8073A	P-D/2 GB/1GB/512MB/160 GB/TFT	18		
2.	HP DX 2280	P-4/1 GB/160 GB/TFT	7		
3.	HP Pro 3090	CORE 2 DUO/2 GB/320 GB/TFT	7		
4.	HP DX 2060	P-4/512 MB/80 GB/CRT	10		
5.	HP D290	P-4/256 MB/80 GB/CRT	5		
6.	HP DX2480	CORE 2 DUO/2 GB/160 GB/TFT	8		
7.	WIPRO	CORE 2 DUO/1 GB/160 GB/TFT	20		

PRINTERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	HP LJ P2015 DN	HP LJ P2015 DN USB	4		
2.	HP LJ P1007	HP LJ P1007 USB	10		
3.	HP LJ 1000	HP LJ 1000 LPT	1		
4.	HP CLJ 251	HP CLJ 251 USB	1		

NETWORK SWITCHCES

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	NORTAL	24 PORT MANAGABLE SWITCH	2		
2.	D-LINK	24 PORT MANAGABLE SWITCH	5		
3.	HP PRO CURVE	24 PORT MANAGABLE SWITCH	3		
4.	Networking Nodes	Networking Nodes	75		

ONLINE UPS

Sr. No	Model type	SPECIFICATION	Battery Rating	No. Of Batteries	No of Qty.	Unit price	Total
1.	UNILINE	5 KVA ONLINE UPS	42AH	16	5		
2.	UNILINE	3 KVA ONLINE UPS	26AH	20	3		
3.	TITRON	5 KVA ONLINE UPS	40AH	20	1		

UPS

Sr. No	Model type	SPECIFICATION	Battery Rating	No. Of Batteries	No of Qty.	Unit price	Total
1.	ASIA POWER	650 VA	7AH	2	2		
2.	PULSETECH	650 VA	7AH	2	10		
3.	VENUS	1000 VA	7AH	4	1		

SERVERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	WIPRO NET POWER	INTEL XEON/5 RAID/600GB/4GB/TFT	2		
2.	HP TITANIUM	INTEL TITANIUM 2/3 RAID/320 GB/4 GB /TFT	3		

SCANNERS

Sr. No	Model type	SPECIFICATION	No of Qty.	Unit price	Total
1.	HP SCANJET 5590	HP SCANJET 5590 USB	2		

