

**GOVERNMENT OF INDIA
BHABHA ATOMIC RESEARCH CENTRE
SEISMIC ARRAY STATION, HOSSUR P.O.
GAURIBIDANUR TALUK, CHIKKABALLAPUR DISTRICT
KARNATAKA-561 210**



**LIMITED TENDER NOTIFICATION FOR AWARDING OF
COMPREHENSIVE ANNUAL MAINTENANCE
CONTRACT (AMC) FOR
COMPUTERS AND IT-EQUIPMENTS**

TENDER NO: BARC/SAS/IT/2018/2088 Dated: 02 Nov 2018

Tender Issued from : 06 November 2018

Pre-bid Meeting : 26 November 2018 14:30 Hrs at SAS, Gauribidanur

Last date for submission : 06 December 2018 17:00 Hrs.

Opening of Technical bid : 07 December 2018 11:00 Hrs

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Government of India
Bhabha Atomic Research Centre
Seismic Array Station

SECTION-I
NOTICE INVITING LIMITED TENDER

BARC/SAS/IT/2018/2088 Dated : 02 Nov 2018

1. Sealed tenders in the prescribed form are hereby invited on behalf of the President of India by Officer in-Charge, SAS/BARC from the authorized agents/service providers in **Two part tender** for the award of **COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT FOR COMPUTERS AND IT-EQUIPMENTS at SAS/BARC Gauribidanur.**

2. Brief Particulars of work

| | | | |
|-------|--|---|---|
| i. | Name of work | : | Comprehensive Annual Maintenance Contract for Computers and IT-equipments at SAS/BARC Gauribidanur, Karnataka - 561 210 |
| ii. | Site of work | : | Seismic Array Station of BARC Gauribidanur, Karnataka - 561 210 |
| iii. | Brief Description of work | : | Comprehensive Annual Maintenance Contract for Computers/Servers and other IT equipments installed at SAS/BARC, Gauribidanur as directed by the Officer-in-Charge throughout the contract period. |
| iv. | Type of Contract | : | Comprehensive Annual Maintenance Contract |
| v. | Earnest Money Deposit (EMD) | : | ₹ 36,000/- (Rupees Thirty six Thousands) Earnest Money shall be submitted at the time of submission of tender comprising of technical bid (Part A) and Financial bid (Part B) Prescribed forms of EMD are Receipted Treasury Challan / Deposit at Call Receipt/ Fixed Deposit Receipt/ Demand Draft of a Scheduled Bank issued in favour of Accounts Officer, BARC, Trombay payable at Mumbai. |
| vi. | Period of Contract | : | 1 (One Year) |
| vii. | Bidding procedure | : | Two bid procedure 1. Pre-bid Meeting. 2. Technical bid (Part A) 3. Financial bid (Part B) Part B of the bids will be opened only if their Part A bid qualifies. |
| viii. | Stipulated dates of tendering activities | : | Tender Issued from : 06 November 2018 Pre-bid Meeting : 26 November 2018 14:30 Hrs at SAS, Gauribidanur Last date for submission: 06 December 17:00 Hrs. Opening of Technical bid : 07 December 2018 11:00 Hrs |

Section-II

3 Eligibility Criteria

3.1. Following are initial criteria for eligibility and even for issuing blank tender document.

- 3.1.1 The bidder shall have solvency of ₹ 8,00,000/-(Rupees Eight lakhs) duly certified by his banker (Nationalized/Scheduled Bank).
- 3.1.2 The company should be involved in supply/maintenance of computer servers and IT- equipment.
- 3.1.3 Experience of having successfully completed purchase/work order of similar nature of work with Government agency within last 3 years is required.
- 3.1.4 The Registered Office or one of the Branch Offices of the Service Provider Company/contractor should be located either in Gauribidanur / Chikkaballapur/ Doddaballapur/ Bangalore.
- 3.1.5 The Service Provider Company/contractor should be registered/ Incorporated under the Indian Companies Act. Preference would be given to authorized service agents of OEM.
- 3.1.6 Service Provider Company/contractor should have prior experience in work of similar nature in private/ public sector Company/Banks and Government Departments etc.,
- 3.1.7 Service Provider Company/contractor should have its own Bank Account.
- 3.1.8 Service Provider Company/contractor should be registered with Income Tax and Service Tax departments.
- 3.1.9 Service Provider Company/contractor should be registered with appropriate authorities under Employees Provident Fund and Employees State Insurance Acts etc.
- 3.1.10 The bidders shall furnish, as part of his bid, a Demand draft for ₹ 36,000/- **(Rupees Thirty Six Thousand only) as EMD.**
- 3.1.11 The bidder shall submit for technical evaluation **(PART-I), documents as per Annexure-II .**

4 Application for Tender document

Application for tender document should accompany following documents

- a) 'PAN' Number
- b) Latest VAT/service tax registration number.

5 **Issue of blank tender document**

The tender documents will be issued from SAS/BARC, Gauribidanur office, to the bidder's prima facie eligible as per clauses 3 & 4 between 10.00 hrs to 16.00 hrs from 06th November 2018 to 26th November 2018.

6 **Pre bid Meeting**

A meeting will be held on the stipulated date indicated in at tendering office with bidders to whom the tender documents are issued, to provide clarifications (if any) on any issues relevant to this tender. The bidders shall submit their queries in writing to the tendering office within stipulated period indicated in tender document. Minutes of this meeting shall be considered to be acceptable by all the bidders who even fail to attend the meeting.

7 **Site Visit to SAS/BARC - Gauribidanur**

The applicant is advised to visit the site of work, at his own cost, and examine it and its surrounding to himself, collect all information that he considers necessary for proper assessment of the prospective assignment before submitting the technical & financial bids.

Section-III

Bid Submission, Opening and Evaluation

8 **Submission of Technical Bid (Part A) and Financial Bid (Part B)**

8.1 These bids shall reach this office on or before the due date and time for submission of these bids and opening of Part A bid shall be as indicated in tender document.

- a) **Envelope-1** shall contain EMD as per prescribed amount, form. The sealed envelope shall have information (EMD Envelope-1 for Comprehensive Annual Maintenance Contract for Computers/Servers and other IT equipments at SAS/ BARC, Gauribidanur Name & address of bidder; Due date of submission; Actual date of submission; etc) super scribed on it.
- b) **Envelope-2** shall contain Technical bid (Part A). This sealed envelope shall have information (Part A Envelope-2 “ Comprehensive Annual maintenance contract for Computer servers and IT related equipments”; Name & address of bidder) superscribed on it.
- c) **Envelope-3** shall contain duly filled in Financial bid (Part-B) as per Annexure- III on company's letterhead. This sealed envelope shall have information(Part-B bid Envelope-3 “ Comprehensive Annual maintenance contract for Computer servers and IT related equipments”; Name & address of bidder) superscribed on it.

- d) **Envelope-4** shall contain Envelope-1, Envelope-2 and Envelope-3 above. This sealed envelope shall have information (Over all Envelope-4 “ Comprehensive Annual maintenance contract for Computer servers and IT related equipments”; Name & address of bidder).
- e) The **Envelope-4**, containing Technical and Financial bids in separate sealed envelopes, shall be: (a) Addressed to: **Officer-in-charge, Seismic Array Station, Bhabha Atomic Research Centre, Hossur P.O., Gauribidanur Tk, 561210.**

8.2 Receipt of Technical Bid (Part A), Financial Bid (Part B) and opening of Technical Bid (Part A)

- a) The EMD, Technical Bid(Part A), Financial Bid (Part B) in the manner indicated in para 8.1 above, shall be dropped in the **tender box kept at the security office of this station or sent through Speed post/registered post (Do not courier the documents).**
- b) The documents should reach the tender box or this office on or before the** last date of submission of these bids indicated in the tender notice (**Page-3**).

- a. Envelope-4 of the bids shall be opened on the stipulated date and time indicated in tender document in presence of attending authorized representatives of the bidders. Thereafter on same date envelope-1 of the bids shall be opened. Further technical bids Envelope-2) shall be opened on the same day only if requisite EMD is found in Envelope-1.
- b. The Financial Bid-Part B (Envelope-3) shall be kept in original sealed condition.

8.3 Validity of the Technical bid (Part-A) & Financial bid /price Bid (Part-B): Six(6) months from date of technical bid (Part-A) opening.

8.4 No modifications in the tender shall be allowed after the submission of Bid Document.

9. Disqualification of bids.

The Competent Authority reserves the right to verify the particulars furnished by the bidders independently and reject any application without assigning any reason. Even though a bidder may satisfy the above requirements, the bidder may be liable for disqualification if the bidder has;

a) made misleading or false representation or deliberately suppressed the information or not submitted sufficient information in the forms statements and enclosures required in the pre-qualification documents.

b) record of poor performance such as abandoning work, not properly completing the contract, financial failures/weaknesses, poor quality of work, etc.,

10. Evaluation of Technical bids (Part A)

a) A Technical Committee of experts shall be constituted by Competent Authority for evaluation of technical bids (Part A)

b) The technical committee shall examine the Part A offers vis-à-vis tender specification and requirement. If required further inspection may also be carried out by a technical committee to ascertain the conformity with respect to technical specification and requirement of Part A offer.

11. Intimation of Part A evaluation result

a) The Part A qualified bidders will be intimated promptly. The date and time of financial bid (Part B) opening will also be intimated to them.

b) The bidders whose Part A bid goes not qualify will also be intimated and their EMD will be refunded.

12. Opening of Financial Bid (Part B)

The Financial Bid (Part B) of, Part A qualified bids will only be opened in presence of bidders' authorized representative on the stipulated date which would be informed later to the qualifying bidders.

13 Other conditions

a) The prices to be quoted by bidder in 'Part-B' (Price Bid) shall be inclusive of all taxes, man power and consumables cost as applicable but excluding service tax. The prices quoted shall remain firm throughout the currency of the contract.

b) The contractor should be registered under service tax and service tax as applicable shall be paid by the contractor and same will be reimbursed by the department after satisfying that it has been actually and genuinely paid by the contractor. **The bidder should not consider service tax in his rates. However, the bidder shall quote all applicable taxes, levies and duties separately in his quotation.**

c) Income tax as applicable shall be deducted from each bill paid to the contractor.

d) The tender bid shall remain valid for acceptance for a period of 180 days from the date of opening of tenders (Part-A). If any tenderer withdraws his tender within the validity period or make any modifications in the terms and conditions of the tender

which are not acceptable to the department, the department shall without prejudice to any right or remedy, be at liberty to forfeit 50 % of the EMD.

- e) All rates shall be quoted in whole rupees and not in fraction of rupee. Special care should be taken to write the rate in figures as well as in words and the amounts in figures only, in such a way that interpretation is possible. The total amounts should be written both in figures and words. In case of figures, the word “Rs.” Should be written before the figures of rupees. While quoting the rate in schedule of quantities the word ‘only’ should be written closely following the amount and it should not be written in the next line.
- f) On acceptance of tender, the successful contractor shall provide performance bank guarantee within 15 days after the issuing of letter of acceptance/ work order and in any case before commencement of work. The performance security of 10% can also be accepted in the form of Bank guarantee, Fixed deposit receipts of Scheduled bank or in the form of Government securities.
- g) Tenders with any condition including conditional rebate shall be rejected.

14. Return of EMD to Unsuccessful bidders:

The EMD of unsuccessful bidders of financial bid shall be returned after the successful bidder accepts the work order and submits the performance security, but not later than 30 days after the expiry of the period of bid validity prescribed by SAS/BARC. The successful bidder's bid security will be discharged upon the bidder's acceptance of the Letter of Intent satisfactorily and furnishing the performance bank guarantee.

15. Right to accept any bid and to reject any or all bids:

The SAS/BARC reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds for the SAS/BARC's action.

16 Confidentiality:

- a) The Company shall not disclose any information furnished to them by BARC and the other Information prepared by company for this work without prior written approval of BARC, whether within and beyond the period of this contract. Company shall take all necessary measures to ensure that the knowledge/data obtained under this contract is not passed or disclosed.
- b) “Restricted information” categories under section 18 of Atomic Energy Act 1962 and “official secrets” under section 5 of the official secrets act. 1923:-

Any contravention of the above mentioned provisions by any contractor, sub contractor, consultant, advisors or the employees of the contractor, will invite penal consequences under the above said legislation.

c) Prohibition against use of BARC's name without permission for publicity purposes

The contractor, sub contractor, consultant, advisors or the employees engaged by the contractor shall not use BARC's name for any publicity purpose through any public media like press, Radio, TV or internet without the prior written approval of BARC.

Work shall be executed according to conditions of contract, additional conditions of contract, Technical specifications etc of BARC, which is enclosed in tender documents.

17. Final Decision Making Authority:

The President of India acting through Head, Seismology Division, Bhabha Atomic research Centre, Mumbai reserves the right to accept the whole or any part of the tender and tenderer shall be bound to perform the same as the rates quoted. The Employer also reserves the right to accept or reject any application and to annul the pre-qualification process and reject all applications at any time, without assigning any reason or incurring any liability to the applicants.

17.1 The Employer reserves the right, without being liable for any damages or obligation or inform the applicant to:

- a) Amend the scope and value of contract.
- b) Reject any or all of the applications without assigning any reason.

17.2 Any effort on the part of the applicant or his agent to exercise or to pressurize the employer would result in rejection of his application. Canvassing of any kind is strictly prohibited.

Section-IV

18 ADDITIONAL CONDITIONS OF THE CONTRACT:

Payment terms:

Payment for AMC will be made on quarterly basis based on the number of PCs and peripherals, etc. taken over/ removed from AMC on pro-rata basis. Following documents are to be submitted at the end of each quarter for making payments:

- (i) Monthly Computerized call reports in original duly signed and stamped by the Engineer-in-charge. Details of reports (if any) duly signed and verified by the Engineer-in-charge.
- (ii) Summary of the call reports for calls attended in the respective quarter.
- (iii) Pre receipted AMC bill in duplicate.
- (iv) No advance payment would be made against AMC charges.
- (v) The payment will be made on **Quarterly basis** after satisfactory service provided by the firm during that period of AMC.

19 PERIOD OF CONTRACT

19.1. The contract is likely to commence from **01 April 2019** and shall continue for a period of One year, unless it is curtailed or terminated by this office owing to deficiency of service.

19.2. The contract shall automatically expire after **One year** from commencement of the contract unless extended further by the mutual consent of contracting service provider Company/contractor (hereinafter referred to as the Company) and this office.

Extension Clause

19.3. The contract may be extended, on mutually acceptable terms and conditions for a further period of one year.

19.4. The Company shall not be allowed to transfer, assign, pledge or sub-contract its rights and liabilities under this contract to any other Company without the prior written consent of this Office.

19.5. The Company shall provide photo identity cards to the personnel deployed and personal information as to name, date of birth, designation and Identification mark etc.

19.6. The Company shall ensure proper conduct of its personnel in office premises, and enforce prohibition of consumption of alcoholic drinks, *paan*, smoking, loitering without work etc.

19.7. The Company shall ensure that any details of office, operational process, technical know-how, security arrangements, and administrative/ organizational matters are not divulged or disclosed to any person by its personnel deployed in this office.

19.8. All security norms of the department shall be strictly followed. All staff deputed for service work at this station should produce PVC (Police Verification Certificate) and photo identity card such as AAdhar/Voter ID/Driving license.

20 TOLERANCE CLAUSE:

20.1. The bidder shall ensure that the works envisaged in the scope of work are carried out as per the work order. In the event of failure to meet the above obligation, payment shall be withheld proportionately for the period of default. However, bidder shall ensure that he adheres to all labour laws of all government and statutory bodies.

TERMINATION AND EXIT CLAUSE:

20.2. If the company does not provide satisfactory services during the period of contract, this department reserves the right to terminate the services of the company. **In such situation, the company will forfeit the EMD, Security Deposit and Performance Bank Guarantee.**

However, both the company and the department, has the right to exit from this contract with advance notice as follows.

The company shall provide 3 months advance notice to Department to exit from this contract.

Department shall provide 1 months notice to the company before exiting from the contract.

21 LEGAL:

21.1. The Company shall be responsible for compliance of all statutory provisions relating to Minimum wages, Provident Fund, and Employees State Insurance etc., in respect of the persons deployed by it in this office.

21.2. The Company shall also be liable for depositing all taxes, levies, cess etc. on account of service rendered by it to this office to concerned tax collection authorities from time to time as per extant rules and regulations on the matter.

21.3. The Company shall maintain all statutory registers under the applicable laws. The Company shall produce the same, on demand, to the concerned authority of this Department or any other authority under law.

21.4. The Tax Deduction at Source (T.D.S.) shall be deducted as per the provisions of Income Tax law, as amended from time to time and a certificate to this effect shall be provided to the Company by this Department.

21.5. The persons deployed by the Company shall not have claims of any Employer and Employee relationship nor have any principal and agent relationship with or against Department of Atomic Energy (DAE).

22 RISK AND EXPENSES:

22.1. In case, the Company fails to comply with any statutory/ taxation liability under appropriate law and as a result thereof the department is put to any loss, obligation, monetary or otherwise, the department will be entitled to get itself reimbursed out of the outstanding bills or the Performance bank guarantee of the contractor, to the extent of the loss or obligation in monetary terms.

22.2. DAE shall not be responsible for any damages, losses, claims, financial or other injury to any person deployed by Company in the course of their performing the functions/ duties, or for payment towards any compensation.

22.3. The persons deployed by the Company shall not claim nor shall be entitled to pay, perks or other facilities admissible to casual, ad hoc, regular/ confirmed employees of DAE during the currency or after expiry of the contract.

22.4. In case of termination of this contract on its expiry or otherwise, the persons deployed by the contractor shall not be entitled to and will have no claim, for any absorption nor for any relaxation for absorption in the regular/ other capacity against DAE.



Officer-in-charge

For and on behalf of the President of India

Section-V

Scope of work

23 SCHEDULE OF REQUIREMENTS

23.1 Systems have to be maintained during the entire period of contract in working condition with regular Quarterly Preventive Maintenance, servicing of the computer hardware and software (including power cords with plugs and printer cables, 9 to 25 pin converter, speakers, power adaptors/converters, internal PCI cards), and other equipments, checking with software test programs and removal of fault on calls including removal of any functional disorder of the computer systems such as corruption of software programs and data.

23.2 The AMC vendor shall maintain a log book in which separate pages should be allotted to each computer system and its peripherals. The firm shall record the calls attended and quarterly regular services rendered and get the signature of the user along with User's name, Designation, stamp, Telephone and Room Number. Original of the call reports shall be attached with the bills for payment.

23.3 The AMC vendor shall do the comprehensive maintenance of all the items as specified in **Annexure-III & IV**. The AMC Vendor shall also execute any addition of systems as per requirement. The consumable items like Floppies, Printer Heads, Ribbons, and toner Cartridges/drums; Cassettes and S.M.F. batteries shall not be covered under this contract. Consumable items listed herein and antivirus packages for removal of virus shall be provided by SAS/BARC. The AMC vendor shall also provide manpower to repair the items not covered under AMC/Software support due to any reason, however spares for such items shall be provided by the SAS/BARC, Gauribidanur.

23.4 Hard Disks shall be covered under AMC, and in case any hard disk goes faulty in any machine, the same shall be replaced with Hard Disks of **SEAGATE/HP/WESTON** make of the same or higher capacity. Similarly if any motherboard goes faulty/ burnt it shall be replaced either by a similar/better motherboard or else with an Intel Motherboard. SMPS, all types of VDUs (Monitors), Keyboards, Modem, mouse and Ethernet Cards, PC Switches etc. should be kept in sufficient numbers as standby by the AMC vendor for supply to SAS/BARC free of cost as a replacement against faulty ones.

23.5 The selected bidder during the Course of attending "On Call Service" or during the course of Preventive Maintenance Service, noticing requirement of any spare parts shall replace such parts and clear the fault at the site of equipment. Replacement of parts should be done with the approval of SAS/BARC personnel and a record is to be maintained with the computer in-charge. Necessary and sufficient spares have to be kept ready with them for immediate replacement. All such spare units brought and stored by the contractor in the computer room will have to be kept and maintained in an inventory register to be kept with the computer in-charge.

23.6 Preventive maintenance will be carried out during the last month of each quarter. Preventive maintenance will include inspection of each system, scanning hard disk for any defects/problems

therein and obtain a satisfactory working certificate from the user after cleaning of the system i.e. PC/ Monitor/ Printer/ Key Board /CD ROM Drive/ FDD and other accessories with a blower/ vacuum cleaner as per requirement and wiping the surface of the systems with a good quality cleaning liquid, cloth and brush etc. On no account, equipment or its accessories shall be allowed to be taken out of its normal installed location. Only replacement of sub assemblies of the whole unit on a like-by-like or later version basis will be permissible and the replacement of such assemblies should be done with the written approval of Engineer-In-charge of SAS/BARC. Before taking up preventive maintenance, the contractor will submit a schedule of preventive maintenance.

23.7 Contractor shall also supply manpower for shifting of PCs, Printers and other peripherals as and when required within the premises of SAS/BARC for all the systems under AMC. Routine cleaning of all the PCs and their accessories has to be carried out once in a month with a good quality cleaning liquid, cloth and brush etc.

23.8 The maintenance engineer of the AMC vendor will submit a service slip to SAS/BARC in-charge after each replacement of parts showing the parts removed and parts installed with full details of the part name, type, Model No., Sl. No. etc.

23.9 Whenever the faulty parts (hard disk, mother board, memory, processor, removable drives etc..) are replaced, the original part of the equipment/server has to be handed over to SAS/BARC, Gauribidanur.

24. Penalty:

24.1 All faults booked will have to be attended within 24 Hours. Fault booked should be rectified within 3 days from the date of booking. For any valid technical reasons if the fault could not be rectified within the stipulated time (3 Days), written permission should be obtained from the user for extension of time. In case the firm fails to attend within the stipulated time penalty of Rs. 2000/- (Rupees Two Thousand only) will be imposed per working day per system from the date of fault booking. Breakdown period will include Saturdays, Sundays and Holidays also. The firm shall provide contact details such as mobile number, email address etc., to report fault on 24X7 basis.

24.2 In case of non-adherence to preventive maintenance schedule, a penalty of 10% of the total of AMC charges for the Quarter for every such failure in a quarterly schedule will be recovered.

If the equipment covered under AMC is not serviceable, the bidder shall arrange to replace the equipment with equivalent/better configuration as approved by Engineer-in-charge and faulty equipment shall be returned back.

25. Taking over/ Handing over of systems:-

25.1 All the systems are to be taken over for maintenance by the firm simultaneously with acceptance of the work order in working condition. AMC vendor may inspect and bring out faulty units, which he is not in a position to take over for AMC without repairs (The repair may have to be got done by outgoing AMC vendor or by SAS/BARC as applicable). If no such list/ information are submitted within next 7 working days it will be treated as all the machines have been taken over by him and no separate letter will be issued by SAS/BARC in this regard. In case of major repairs requiring in any machine at the time of taking over, the contractor may submit a detailed estimate for approval of the competent Authority of SAS/BARC within a period of one week from the date of commencement of work order and thereafter all the systems shall be deemed to have been taken over by the vendor satisfactorily and no such claim will be entertained.

25.2. After expiry of the contract all the machines are to be handed over by the outgoing AMC vendor to engineer-in-charge for maintenance, within 7 working days of expiry of contract in working conditions and a certificate to this effect is required to be obtained by the firm from the concerned and to be produced along with the final claim of the AMC charges. Failure to handover all the machines after 7 days will attract penalty at the rate of Rs. 100 per day per machine not handed over.

25.3. A monthly computerized call reports to be maintained serially for the number of complaints attended on call basis and a report for carrying out monthly routine cleaning of Computer Systems/ Accessories and report of quarterly preventive maintenance shall be furnished to the respective SAS/BARC in-charge of maintenance by the 7th of the following month both in the form of hard copy and soft copy. The quarterly bills/ claims shall not be entertained in case this is not followed strictly.

25.4. The agreement shall be in force for a period of one year initially, which shall be extendable by a further period of up to one year on same terms and conditions by giving notice in writing before the expiry of current agreement, if decided upon to do so by SAS/BARC.

25.5. SAS/BARC reserves the right to disqualify such bidders who have a record of not meeting contractual obligations against earlier contracts entered into with the SAS/BARC. SAS/BARC also reserves the right to blacklist a bidder for a suitable period in case if he fails to honor his bid without sufficient grounds.

25.6. SAS/BARC reserves the rights to counter offer rate(s) against bids quoted by any other bidder.

25.7. The AMC contractor must have maintenance facilities in Bangalore or suburbs. A brief of facilities available shall be furnished.

25.8. Bids shall be evaluated as per package AMC cost given by bidder in price schedule

25.9. Rates for the annual maintenance should be quoted for all the items and bidders quoting partial rates for selective items will be summarily rejected.

25.10. It should be ensured by the AMC contractor before installing any software in the PCs that it is a licensed version of the original software. Unauthorized/ unlicensed software should not be installed in the PCs of SAS/BARC.

25.11. The prospective bidder has to take the SAS/BARC personnel for inspection of the sites where they are already doing AMC for verification, if necessary, at their own cost.

25.12. Frequent faults of same nature in the same PCs and peripherals etc. will be considered inefficient attendance by the AMC contractor and if repeated faults of same nature in the same PC or peripherals are noticed frequently, notice of termination for the company will be issued and/ or penalty in accordance with **clause-24** above, shall be imposed from the first date of the fault booking.

25.13. The AMC Vendor should have his own repair centre for repairing of the computer systems, Laser Printers and Inkjet Printers. For the repair of special purpose items like scanners, CD Writers, Modems, Cartridge Tape Drives etc., vendor should have sufficient expertise/ resources and vendor will have to produce a proof of infrastructure and expertise/resources available for this purpose. SAS/BARC may physically verify infrastructure and manpower of the vendor.

25.14. The AMC Vendor should keep stock of important spares at site.

Preferred Equivalent makes:

| | | |
|----------------------------|----------|--------------------------------------|
| Monitors | : | Samsung / Philips |
| HDD | : | Seagate/ Weston/ HP/ Samsung |
| RAM | : | Transcend/Kingston/ Samsung |
| Motherboards | : | OEM/Intel/IBM/HP/COMPAQ/WIPRO |
| Keyboards and mouse | : | OEM/ Logitech |

Whenever the make of the equipment being replaced is not present in the above list approval of Engineer-in-charge is a must.

In consideration of the President of India (hereinafter called 'the Government') having agreed to exempt -
 ----- (hereinafter called 'the said Contractor(s)' from the demand, under the terms and
 conditions of an agreement / (Work Order) No. ----- Dated ----- made between
 ----- and ----- for the supply of ----- (hereinafter
 called 'the said Agreement'), of performance security for the due fulfillment by the said Contractor(s) of
 the terms and conditions contained in the said Agreement, on Production of a bank guarantee for -----
 ----- we, (Name of the bank) -----
 (hereinafter referred to as 'the Bank') at the request of -----contractor(s) do
 hereby undertake to pay to the Government an amount not exceeding ----- against any loss
 or damage caused to or suffered or would be caused to or suffered by the Government by reason of any
 breach by the said Contractor(S) of any of the terms or conditions contained in the said Agreement. 2. We
 (Name of the bank) ----- do hereby undertake to pay the amount due and payable under this
 guarantee without any demur, merely on a demand from the Government stating that the amount claimed
 is due by way of loss or damage caused to or would be caused to or suffered by the Government by
 reason of the contractor(s) failure to perform the said Agreement. Any such demand made on the bank
 shall be conclusive as regards the amount due and payable by the Bank under this guarantee where the
 decision of the Government in these counts shall be final and binding on the bank. However, our Liability
 under this guarantee shall be restricted to an amount not exceeding ----- 3. We
 undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes
 raised by the contractor(s)/ AMC vendor(s) in any suit or proceeding pending before any court or tribunal
 relating thereto our liability under this present being absolute and unequivocal. The payment so made by
 us under this bond shall be valid discharge of our liability for payment there under and the contractor(s)/
 AMC vendor(s) shall have no claim against us for making such payment. 4. We (name of the bank) -----
 ----- Further agree that the guarantee herein contained shall remain in full force and effect
 during the period that would be taken for the performance of the said Agreement and that it shall continue
 to be enforceable till all the dues of the government under or by virtue of the said Agreement have been
 fully paid and its claims satisfied or discharged or till ----- (office/ Department) -----
 ----- certifies that the terms and conditions of the said Agreement have been fully and
 properly carried out by the said contractor(S)and accordingly discharge this guarantee. Unless a demand
 or claim under this guarantee is made on us in writing on or before the expiry of **TWO and HALF
 YEAR** from the date hereof, we shall be discharged from all liability under this guarantee thereafter.
 5. We (Name of the bank) ----- further agree with the Government that the Government shall
 have the fullest liberty without our consent and without affecting in any manner our obligations
 hereunder to vary and of the terms and conditions of the said Agreement or to extend time of
 performance by the said contract(s) from time to time or to postpone for any time or from time to time
 any of the powers exercisable by the Government Against and said Contract(s) and to forbear or enforce
 any of the terms and conditions relating to the said agreement and we shall not be relieved from our
 liability by reason of any such variation, or extension being granted to the said Contract(s) or for any
 forbearance, act or omission on the part of the Government or any indulgence by the Government to the
 said contract(s) or by any such matter or thing whatsoever which under the law relating to sureties would,
 but for this provision, have effect of so relieving us. 6. This guarantee will not be discharged due to the
 change in the constitution of the Bank or the contractor(s)/AMC vendor(s). 7. We (name of the bank) ----
 ----- lastly undertake not to revoke this guarantee during its currency except with the
 previous consent of the Government in writing. Dated the ----- day of ----- For -----
 ----- (Indicate the name of the bank) Witnesses:- 1. Telephone No.(s):- STD Code-
 FAX No. E-Mail

Annexure-II

PART-A of the tender document should have following documents

- a) Constitution of organization and year of incorporation
- b) Organizational structure.
- c) Annual turnover and Profit & loss statement for the last five years.
- d) 'PAN' Number
- e) Latest Bank Solvency Certificate.
- f) Service Tax registration Certificate.
- g) Performance Certificates from Clients.
- h) List of similar works carried out in last 5 years indicating the agency for whom executed, value of work etc.,
- i) List of work in hand indicating agencies for which the works are being executed, value of work order, period of work order.
- j) List of technical staff the bidder possesses.
- k) List of tools, machinery and infrastructure facilities the bidder possesses.
- l) Latest VAT/service tax registration number.

Annexure-III

**FORMAT FOR SUBMITTING COMMERCIAL BID FOR COMPUTER AND NETWORKING EQUIPMENTS
INSTALLED AT DATA CENTRE LOCATED SAS, BARC, GAURIBIDANUR**

| S.NO. | ITEM DESCRIPTION | QTY | Rate (Rs) | Item wise Maint. Cost(Rs) |
|---------------------------------|---|-------------------|-----------|---------------------------------|
| 1 | 24 PORT D-LINK LAYER 2 SWITCH DGS 3100-24 | 11 | | |
| 2 | 24 PORT D-LINK LAYER 3 SWITCH DGS 3627 with 4 no's of SFP Module | 2 | | |
| 3 | 48 PORT D-LINK SWITCH DES-3852 | 1 | | |
| 4 | 24 PORT D-LINK SWITCH DES-3226S | 1 | | |
| 5 | 24 PORT D-LINK SWITCH DES-3028 | 2 | | |
| 6 | 24 PORT D-LINK SWITCH DGS-1024D | 3 | | |
| 7 | 8 PORT D-LINK SWITCH DGS-1008D | 1 | | |
| 8 | 8 PORT D-LINK SWITCH DGS-1008A | 3 | | |
| 9 | CCTV Systems CCTV Systems as per Annexure-V Item-9 | 1 | | |
| 10 | Security related systems Security related systems as per Annexure-V Item-10 | 1 | | |
| 11 | SERVER WIPRO MODEL Z 2244-0160 | 12 | | |
| 12 | SERVER WIPRO MODEL Z 2244-0090 | 20 | | |
| 13 | SERVER WIPRO MODEL Z 2243-0346 | 3 | | |
| 14 | SERVER WIPRO MODEL Z 2244-0093 | 4 | | |
| 15 | SERVER WIPRO MODEL Z 2244-0094 | 9 | | |
| 16 | SERVER WIPRO MODEL Z 2244-0092 | 4 | | |
| 17 | SERVER WIPRO MODEL Z2109 | 1 | | |
| 18 | SERVER RACK TYPE A Make President Model CYBER Rack | 6 | | |
| 19 | SERVER RACK TYPE B Make President Model CYBER Rack | 3 | | |
| 20 | Aten make LCD KVM Switch Model CL 1008M | 1 | | |
| 21 | DESKTOP PC'S MAKE ZENITH | 27 | | |
| 22 | PRINTERS | 5 | | |
| 23 | LAPTOP | 1 | | |
| | | | | |
| | | TOTAL COST (Rs) | | |
| | Taxes and duties | | (Rs) | |
| | | TOTAL AMOUNT (Rs) | | |
| TOTAL AMOUNT IN FIGURES: | | | | |

Annexure-IV

Schedule of Computer and networking Equipments installed at SAS, BARC, Gauribidanur DATA CENTRE.

| S.NO. | ITEM DESCRIPTION | QUANTITY |
|-------|--|----------|
| 1 | 24 PORT D-LINK LAYER 2 SWITCH DGS 3100-24 | 11 |
| 2 | 24 PORT D-LINK LAYER 3 SWITCH DGS 3627 with 4 no's of SFP Module | 2 |
| 3 | 48 PORT D-LINK SWITCH DES-3852 | 1 |
| 4 | 24 PORT D-LINK SWITCH DES-3226S | 1 |
| 5 | 24 PORT D-LINK SWITCH DES-3028 | 2 |
| 6 | 24 PORT D-LINK SWITCH DGS-1024D | 3 |
| 7 | 8 PORT D-LINK SWITCH DGS-1008D | 1 |
| 8 | 8 PORT D-LINK SWITCH DGS-1008A | 3 |
| 9 | CCTV Systems as per Annexure-V Item-9 | 1 |
| 10 | Security related systems as per Annexure-V Item-10 | 1 |
| 11 | SERVER WIPRO MODEL Z 2244-0160 | 12 |
| 12 | SERVER WIPRO MODEL Z 2244-0090 | 20 |
| 13 | SERVER WIPRO MODEL Z 2243-0346 | 3 |
| 14 | SERVER WIPRO MODEL Z 2244-0093 | 4 |
| 15 | SERVER WIPRO MODEL Z 2244-0094 | 9 |
| 16 | SERVER WIPRO MODEL Z 2244-0092 | 4 |
| 17 | SERVER WIPRO MODEL Z2109 | 1 |
| 18 | SERVER RACK TYPE A Make President Model CYBER Rack | 6 |
| 19 | SERVER RACK TYPE B Make President Model CYBER Rack | 3 |
| 20 | Aten make LCD KVM Switch Model CL 1008M | 1 |
| 21 | DESKTOP PC'S MAKE ZENITH (27 Nos), MAKE KBS (6 Nos), HP (2Nos) & Cooler master (2 Nos) | 37 |
| 22 | PRINTERS | 5 |
| 23 | LAPTOP | 1 |

Annexure - V

Item wise detailed specifications of Computer and IT Equipment

Item no 9: CCTV Camera system:

| | | Unit | Quantity |
|----|--|------|----------|
| 1. | IP IR Vandal Proof Dome Camera 3 Megapixel @ 30 fps, 3-9 mm vari focal IR beam distance 15 m H264 High Profile TDN PoE 24VAC/12VDC ONVIF Honeywell Make: HIVDC-P-3100-IRV* | No | 2 |
| 2 | Network True Day/ Night 1080P PTS Dome outdoor pendant clear, 20X, H.264 PAL/NTSC camera (HISD-2201WE*) | No | 4 |
| 3 | VMS software with 5 Camera Licenses | No | 1 |
| 4 | Server Storage(8TB) Xeon E5-2623 V 3.3 GHz processor/ 16 GB RAM /4 TB 7.2K RPM NLSAS 6 GBps x2 DVDROM/RPS/1U Form Factor Windows 12 Storage server for CCTV complete with keyboard, mouse, monitor and other accessories | No | 1 |
| 5 | Workstation E3-1226V3 Quad Core 3.3 GHz/16 GB RAM/1TB SATA HDD/DVD ROM/NVIDIA 2 GB Graphics/Tower Form Factor/ 24 Inch Moitor/ Windows 8 Professional 64 bit/ USB Keyboards and mouse and other accessories | No | 1 |
| 6 | 32 inch LED Professional Monitor | No | 1 |
| 7 | 500 VA UPS with built in battery | No | 1 |
| 8 | Single mode fiber modules | No | 4 |
| 9 | L2 Manageable SFP 24 port HP Switch | No | 1 |
| 10 | L2 Switch Manageable POE 24 Port | No | 1 |
| 11 | L2 Switch Manageable Non-POE 8 Port | No | 2 |
| 12 | Server Xeon E3-1220V3 3.1Ghz processor/16GB RAM/1TB 7.2 K RPM SATA 3 Gbps x2/DVD ROM/ RPS/ 1u Form Factor/ Windows 2012 Standard | No | 1 |

*All camera systems include accessories such as power supply, surge protectors, junction boxes, Housing etc.,

Item No :10

Security Systems:

1. Access control system
 - a) RFID readers with all accessories : 4 Nos
 - b) Smart Hawk windows based software for access control : 1 No
 - c) Turnstile Gate with electromechanical control system complete with all accessories : 1 No
 - d) Boom barrier with electromechanical control system : 1 No
 - e) Hand held metal Detectors complete with accessories : 4 Nos

2. Guard tour System
 - a) Hand held RFID Readers with all accessories : 3 Nos
 - b) E Patrol-Guard Tour Management software with cable for PC connection : 1 No

Item no 11 to 17: Wipro servers

| | |
|--|---|
| 11) Server Wipro Model Z 2244 -0160 --- 12 nos 2*XEON E5630 2.5G 1M 5.86GT/s Memory-4*2GB, DDR3-1066, REG ECC Audio Output PCIE Card with Drivers with Audio Port 8400GS 512MB Graphics card SLIM DVDRW 2X1 TB SATA2 Disks, Make WD | 12) Server Wipro Model Z 2244 -0090 --- 20 nos 2*XEON E5630 2.5G 1M 5.86GT/s Memory-4*1GB, DDR3-1066, REG ECC 8400GS 512MB Graphics card SLIM DVDRW 500 GB SATA Disks, Make WD |
| 13) Server Wipro Model Z 2243 -0346 --- 3 nos 2*XEON E5630 2.5G 1M 5.86GT/s Memory-8*4GB, DDR3-1066, REG ECC 8 port SAS-SATA RAID 512MB 8400GS 512MB Graphics card SLIM DVDRW 6X1 TB SATA Disks , Make WD | 14) Server Wipro Model Z 2244 -0093 ---- 4 nos 2*XEON E5630 2.5G 1M 5.86GT/s Memory-4*1GB, DDR3-1066, REG ECC 8400GS 512MB Graphics card SLIM DVDRW 2X1 TB SATA Disks , Make WD |
| 15) Server Wipro Model Z2244-0094 ----- 9 nos 2*XEON E5630 2.5G 1M 5.86GT/s Memory- 4*2GB DDR3-1066 REG. ECC 8400GS 512MB Graphics card SLIM DVDRW SATA Disks , Make WD | 16) Server Wipro Model Z2244-0092 ----- 4 no's 2*XEON E5630 2.5G 1M 5.86GT/s Memory - 4* 1GB, DDR3-1066. REG 8400GS 512MB Graphics card SLIM DVDRW SATA Disks 2 X 500 GB, Make WD |
| 17) Server Wipro Model Z2109 ----- 1 no 1 U CHASSIS 2*XEON E5470 3.0Ghz Memory 2*4GB DDR2 REG.ECC 2*1TB SATA DISK Make WD | |

Item no 18 & 19: Racks with accessories:

| Description | Specification | |
|---|--|------------------------------|
| Rack Dimensions Type (A) ----- 9no's | (2068.5X600X1000) MM | Usable (1868.5X482.6X899) MM |
| Rack Dimensions Type (B) ----- 3no's | (2068.5X800X1000) MM | Usable (1868.5X482.6X899) MM |
| Rack Doors | Front door 42U/600W with 60% Perforated of total door area | |
| | Rear door 42U/600W with 60% Perforated of total door area | |
| Cable Management | Horizontal cable Manager 1U, 19" with PVC loops | |
| | Vertical Channel with PVC Cable loop 42U | |
| | Cable Basket, 42U/400W | |
| Equipment support Angles | Support Angles Heavy Duty 775 mm Depth | |
| AC Main Channel | Vertical PDU Octagonal socket 12 X 5/15 amp with 32 amp MCB and indicator with 6 mtr cable and 3 pin plug , Internal cable 2.5 sqmm fiber glass cable , external cable 6 sqmm, 3 core flexible PVC/ rubber | |
| | Horizontal PDU Octagonal socket 12 X 5/15 amp with 32 amp MCB and indicator with 6 mtr cable and 3 pin plug , Internal cable 2.5 sqmm fiber glass cable , external cable 6 sqmm, 3 core flexible PVC/ rubber | |
| EACH RACK CONSISTING OF : | | |
| Cooling | Fan 12 Nos in each rack 230 V | |
| Rack Mount Monitor | 17" LCD rack mount monitor with keyboard make Austin Hughes model RKP-117E | |
| KVM switch | 16 Port KCM switch make AVOCENT model SV-16-1000 | |
| Fire Alarm | Fire alarm unit with 1 Smoke Detector | |
| Security (Lock) | Keypad digital lock kit for Front Door | |
| Temperature Monitor | Temperature Indicator unit, Digital, 3 Position sensor. | |
| Rack Display unit | Alphanumeric Display unit,19" W, 18 Character | |
| Earth Kit | Earth Continuity Kit, split type (min 200A) | |
| Wheel | Front wheel (With break) Rear Wheel (without break) | |
| Light | Lamp on Front and back with manually Operated switch | |
| Load | Capacity 500 Kg | |

Item 21: Desktops

| Sl. No : | Item | Zenith Specification | KBS Specification | HP Specifications | Cooler master Specifications |
|----------|---------------|-------------------------------------|--|---|---|
| 1 | Processor | Intel i3-550/P 3.2GHz | Intel i3-3220 @3.3Ghz | Intel i3-2200 @3.1GHz | Intel i7-960 @3.2Ghz |
| 2 | Mother Board | Motherboard Intel DH55HC chipset | DIGILITE DL-IPMSB- H61 , INTEL chipset Onboard HD graphics | HP Motherboard model 1497 Intel Q65 chipset | Intel DX58SO Intel –X58 Chipset NVIDIA QUADRO NVS450 Graphics card 4 Port HDMI card |
| 3 | Main Memory | 4 GB DDR3 RAM Transcend/Kingston | 4GB DDR3 @1600MHz Transcend/kingston | 2GB DDR3 @667 MHz | 4GB DDR3 |
| 4 | Hard disk | 250 GB SATA Make Seagate | 500GB SATA Make Seagate | 500GB SATA Make Seagate | 1 TB SATA Make Seagate |
| 5 | CD-DVD writer | Yes | Yes | Nil | Nil |
| 6 | Display | 20" Philips | 22" LED AOC | 20" Philips | 20" philips |

Item no 22: Printers

| Sl.No | Make | Model | QTY |
|-------|---------|--------------------|-----|
| 1 | HP | Laser Jet CP 1515N | 2 |
| 2 | HP | LaserJet CP1525N | 1 |
| 3 | HP | HP Inkjet 6830 | 1 |
| 4 | Samsung | LaserJet ML-1676 | 1 |

Item no 23: Laptop

HP 15.6" Model Pavilion DV6
 Intel i3 Processor, M380 @ 2.53 GHz CPU
 4GB DDR3, SATA HDD 320GB,
 Windows 7 Home
 SLIM DVDRW.