

Tender Notice

Sealed Tenders are invited from reputed firms for Annual Maintenance Contract of Computer System along with Peripherals and Operating Systems, Printers, U.P.S etc. at Employees' Provident Fund Organisation, Regional Office, Bhavishya Nidhi Bhawan, Sarvodaya Nagar, Kanpur-208005 for the year 2017-2018 (annual period of 01-10-2017 to 30-09-2017).

Terms and conditions have been mentioned in the prescribed Tender Form which is available from the Caretaker at Regional Office, Kanpur from 04.09.2017 to 25.09.2017 (up to 04.00 p.m.) on payment of Rs. 500/- (Rs. Five Hundred only) in the form of Bank Draft in favour of "Regional Provident Fund Commissioner" payable at Kanpur. Tender Document can also be downloaded from our websites www.epfindia.gov.in or www.epfup.org under the link Tender. In case the downloaded tender form is used, a demand draft of Rs. 500/- in favour of "Regional Provident Fund Commissioner" payable at Kanpur should be enclosed with bid documents.

Tenderers are required to deposit a sum of Rs. 15000/- (Rs. Twelve Thousand only) as Earnest/Bid-cum-Performance Security Money in the shape of Demand Draft in favour of "Regional Provident Fund Commissioner" payable at Kanpur along with the Tender Form and required documents.

The competent authority reserves the right to reject any tender without assigning any reason thereof.

Last date for submission of tender	: 25.09.2017 up to 2.30 p.m.
Date of opening of Technical Bid	: 25.09.2017 at 4.00 p.m.
Date of opening of Commercial Bid	: 28.09.2017 at 3.00 p.m.



(A. K. Bajpai)
Assistant Provident Fund Commissioner (C.T.)

EMPLOYEES' PROVIDENT FUND ORGANISATION

NIDHI BHAWAN, SARVODAYA NAGAR, KANPUR – 208 005

TENDER DOCUMENT

Annual Maintenance Contract for the Computer Systems
along with Peripherals and Operating Systems, Printers,
U.P.S., etc. at Regional Office, Kanpur.

[Date of Tender Notification – 04.09.2017]

Copy No.	Issued To (Name and address)

SECTION – I

INVITATION FOR BIDS

1. The Invitation to Tender is for:
Annual Maintenance Contract for the Computer Systems and Peripherals along with Operating Systems, Printers, UPS etc. in the Regional Office, Kanpur to the specifications detailed in Annexure B of the Tender Document.
2. Tenderers are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
3. Sealed offers prepared in accordance with the procedures enumerated in Clause I of Section II should be submitted to the Regional Provident Fund Commissioner, Employees' Provident Fund Organisation, Nidhi Bhawan, Sarvodaya Nagar, Kanpur not later than the date and time laid down, at his address given in the Schedule for Invitation to Tender under clause 6.
4. All bids must accompanied by a bid-cum-performance security of Rs. 15,000/-.
5. This tender document is not transferable.
6. Schedule for invitation to Tender:
 - (a) Name of the purchaser :
Regional Provident Fund Commissioner
 - (b) Location where Annual Maintenance is to be carried out:
Regional Office situated at Nidhi Bhawan, Sarvodaya Nagar, Kanpur.
 - (c) Addressee and address at which Tenders are to be submitted:
Regional Provident Fund Commissioner,
Employees' provident Fund Organisation,
Nidhi Bhawan, Sarvodaya Nagar, Kanpur - 05
 - (d) Last time and date of receipt of Tender : on or before 2:30 p.m. on 25/09/2017

- (e) Place, Time and Date of opening of Technical Tenders: 25/09/2017, 4:00 p.m.

Regional Provident Fund Commissioner,
Employees' provident Fund Organisation,
Nidhi Bhawan, Sarvodaya Nagar, Kanpur.

Place, Time and Date of opening of Commercial Tenders: 28/09/2017, 3:00 pm

Regional provident Fund Commissioner,
Employees' Provident Fund Organisation,
Nidhi Bhawan, Sarvodaya Nagar, Kanpur.

- (f) Date till which the Tender is valid:
90 Days from the date of opening of the technical bid.
- (g) Date by which contract to be signed by the vendor:
Within one week from the date of placement of the order.

Note: The Purchaser shall not be responsible for non receipt/non delivery of the bid documents due to any reason whatsoever.

SECTION II
INSTRUCTIONS TO TENDERERS

1. Procedure for Submission of bids
It is proposed to have two cover systems for this Tender.
 - (a) Technical bid in one cover.
 - (b) Commercial bid in other cover.

2. Technical bid of the tender document should be covered in a separate sealed cover super scribing the wording "Technical Bid".

Please note that the Prices should not be indicated in the Technical Bid.

3. Commercial bid of the Tender document should be covered in separate sealed cover super scribing "Commercial Bid for Computer Systems & Peripherals".

Commercial bid should only indicate the prices (preferably item wise).

4. Both the Technical bid cover and the Commercial bid cover, prepared as above are to be kept in a single sealed cover super scribed with Tender Name, Due Date, Item and the wordings "DO NOT OPEN BEFORE _____"
(date and time as give at Clause 6(c) of Section 1).

5. The cover thus prepared should also indicate clearly the name and address of the Tenderer, to enable the bid to be returned unopened, in case it is declared "Late".

6. In Technical Bid Tenderer will submit the following information.
 - (a) Technical details of the goods/services offered.
 - (b) Principal's authorization form (annexure A)
 - (c) Maintenance infrastructure facilities (Inventory, number of engineers (with name and qualifications), details of lab /workshop, list of major clients)
 - (d) Photo copy of latest income tax return /Provident Fund Clearance certificate.
 - (e) A Draft amounting Rs. 10,000.00 in favour of Regional Provident Fund Commissioner, Kanpur. (Bid-cum-performance security)
 - (f) Bid particular (Annexure E).

7. In Commercial bid Tenderer will submit the following information.

- (a) Details of cost of services offered (annexure C)
- (b) Other charges, if any.
- (c) Bid particular (Annexure D)

Prices should be shown separately for each item of services and other aspects.

8. **Tenderer Qualification**

- (a) The "Tenderer" as used in the Tender Document shall mean the one who has signed the Tender Form. The Tenderer may be either the vendor himself who has quoted for the services on the Tender form or is duly "Authorised Representative", in which he / she shall submit a certificate of authority (Annexure A).
- (b) It is further clarified that the individual signing the tender or other documents in connection with the tender must certify whether he/she must sign as:
 - 1. A "Sole Proprietor" of the firm or constituted attorney of such sole proprietor.
 - 2. A "Partner" of the firm if it be a partnership, in which case he/she must have authority to refer to arbitration disputes concerning the business of the Partnership Agreement or a Power of Attorney. In the alternative, all the partners should sign the Tender Document.
 - 3. Constituted Attorney of the firm, if it a company.

9. **Bid Security**

(a) The bid-cum-performance security is required to protect the purchaser against the risk of tenderer's conduct. The bid-cum-performance security may be forfeited:

- 1. If a Tenderer withdraws its bid during the period of bid validity specified by the Tenderer in the bid; or
- 2. In case of a successful Tenderer, if the Tenderer fails to sign the contract within 7 days from the date of the placement of the order; or
- 3. Non-performance under the terms of contract in the tender

(b) Unsuccessful Tender's bid security will be discharged/returned as promptly as possible but not later than 30 days after the expiration of the period of bid validity prescribed by the purchaser.

(c) The successful Tenderer's bid-cum-performance security will be discharged at the time of the final installment of Contract Amount.

(d) No interest will be payable by the purchaser on the amount of bid-cum-performance security.

10. Printed Terms and Conditions of the Tenderers will not be considered as forming part of their tenders. In case, Term and Conditions of the contract applicable to this invitation Tender are not acceptable to any tenderer, he should clearly specify deviation in it's tender.

II. Signing of Contract

At the same time as the purchaser notifies the successful Tenderer that it's Bid has been accepted, the purchaser will advise the Tenderer to complete the Contract Form (Annexure F) provided in the Tender Document, incorporating all agreements between the parties duly signed and forward to the purchaser within 7 days of notification.

PRINCIPAL'S AUTHORISATION FORM

To,
The Regional Provident Fund Commissioner,
Employees' Provident Fund Organization,
Nidhi Bhawan, Sarvodaya Nagar
Kanpur

Reference: - Tender No. _____

Dated _____

Sir,

We _____ who are established and reputable service providers of _____ having branches at _____ do hereby authorise M/s _____ (Name and address of agents) to Bid, Negotiate and Conclude the Contract with you against Tender No. _____ Dated _____.

2. No company or firm or individual other than M/s _____ are authorized to Bid, Negotiate and Conclude the Contract in regard to this business against this specific Tender.

3. We hereby extend our full guarantee and warranty as per provisions of the general condition of contract for the services offered for supply against this invitation for bid by the above firm.

Yours faithfully,

(Name)
For and on behalf of M/s
(Name of the Manufacturers)

Note: - This letter of authority should be on the letter head of the principal and should be duly signed by a person competent and having the power of attorney to bind the principal.

SCHEDULE OF REQUIREMENTS

Comprehensive and full Annual Maintenance Contract of the Servers, Personal Computer Systems, Terminals, LMP, DMP, Laser Printers, Inkjet Printers and other peripherals as mentioned below:

OFFICE: Regional Office, Kanpur
ADDRESS: 'Nidhi Bhawan', Sarvodaya Nagar, Kanpur

(a) Specification for Personal Computer System

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	Personal Computer	HCL Intel Core 2 Duo	13	Intel Core 2 Duo 2.93 GHz, 2 GB RAM, 160 GB HDD, 18.5" Digital Colour Monitor, CD ROM Drive, Network Card, CD Writer installed in two PCs Operating System - Windows 7	1. Replacement of all parts and components including but not limited to Hard Drive, Motherboards, Controllers, Logic Cards, Floppy and Tape Drivers, CD Drive, Monitor, Keyboard, etc. 2. OS Support including reloading configuration and tuning. 3. Network Configuration.
2.	Personal Computer	HCL Infiniti Pro	09	Intel Core 2 Duo 2.93 GHz, 2 GB RAM, 160 GB HDD, 18.5" Digital Colour Monitor, CD ROM Drive, Network Card, CD Writer installed in two PCs Operating System - Windows Vista	
4.	Personal Computer	HP Elite 8300 Small Factor	08	Intel Core i7 3.0, 2GB DDR-III RAM, 500GB HDD, 18.5" LCD Monitor, DVD WRITER Operating System - Windows 7 Professional	

(b) Dot Matrix Printer

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	Dot Matrix Printer	LQ DSI-5235	13	24 Pin, 132 Col.,	1. Replacement of all parts and components including but not limited to logic boards, print heads and print bands, moving parts, etc. 2. Network Configuration if necessary

Annexure B

(c) Laser Printers

Sl. No.	Item Description	Make and Model	Qty	Specification with Operating System	Remark if any
1.	Laser Printer	Samsung All.in.one	01		
2.	Laser Printer	Cannon LBP 3500	02		
3.	Laser Printer Colour	Samsung CLP-326	01		
4.	Laser Printer	Samsung ML-1610	04		
5.	Laser Printer	HP Laser Jet-1319 MFP	01		
6.	Laser Printer	HP Laser Jet Pro-M1536DN	02		
7.	Laser Printer	HP M-1213NF MFP	01		
8.	Laser Printer	Panasonic KS-MB1500SX	01		
9.	Laser Printer(All-in-one)	Panasonic DP-MB300	01		
10.	Laser Printer	HP P-3015	01		
11.	Laser Printer	HP 1020+	08		
12.	Laser Printer	Pro M128 FW	01		

(d) Inkjet Printers

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	HP Fax/Printer/Copier/Scanner	HP 4355	01		1. Replacement of all parts and components including but not limited to logic boards, print heads and print bands, moving parts, etc. 2. Network Configuration if necessary.
2.	Officejet	HP Officejet J 3608	01		
3.	DeskJet Printer	Canon PIXMA IP 2770	14		
4.	HP All-in-one	HP K-209G	02		

(e) Scanner

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	Scanner	HP Scanjet G2410	01	600X1200 dpi, 48 bit colour	
2.	Scanner	HP Scanjet G4050	01		
3.	Scanner	HP 5590	01		

Annexure B

(f) UPS

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	5 KVA UPS	Uniline	01	Online	
2.	2 KVA UPS	Kepron	02	Online	
3.	2 KVA UPS	Numeric	01	Online	
4.	1 KVA UPS	Wep, Uniline	03	Line Interactive	
5.	800 VA UPS	Compact	115	Line Interactive	

(g) Laptop

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	HP	4411S	02		
2.	SONY	F15A13	01		

(h) Switch

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	24 Port	HCL ARL S24	01		
2.	8 Port	D-Link	08		
3.	8 Port	Frontech	01		
4.	24 Port	CISCO (Catalyst 2980 24 Port)	08		
5.	16 Port	D-Link	02		
6.	16 Port	Hitech	01		

(i) Network Items

Sl. No.	Item Description	Make and Model	Quantity	Specification with Operating System	Remark if any
1.	Cabling			From Server to terminals.	

DETAILS OF THE COST OF GOODS/SERVICES OFFERED

Item No.	Description Of the Item	Quantity / Capacity	Basic Price	Duties & Levies	Discount if any	Total Unit Cost	Total Price
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)

TOTAL AMOUNT IN INDIAN RUPEES (IN FIGURES) _____

(IN WORDS) _____

Witness:

Signature: _____

Name : _____

Date : _____

Tenderer:

Signature : _____

Name : _____

Date : _____

Annexure D
Commercial Bid

BID PARTICULARS

1. Name of the bidder:
2. Address of the bidder:
3. Name of the Principal on whose behalf bid being submitted:
4. Address of the Principal on whose behalf bid being submitted:
5. Place of testing/laboratory facilities for the services offered:
6. Service facilities available:
7. Availability of spare parts (for hardware components):
8. Bidder's proposal Number and Date:
9. Name and address of the officer to whom all references shall be made regarding this tender.

Telex _____
Telephone _____
Fax _____

Witness:	Tenderer:
Signature _____	Signature _____
Name _____	Name _____
Address _____	Designation _____
	Company _____
Date _____	Date _____

Company Seal

BID PARTICULARS

1. Name of the bidder:
2. Address of the bidder:
3. Name of the Principal on whose behalf bid being submitted:
4. Address of the Principal on whose behalf bid being submitted:
5. Place of testing/laboratory facilities for the services offered:
6. Service facilities available:
7. Availability of spare parts (for hardware components):
8. Bidder's proposal Number and Date:
9. Name and address of the officer to whom all references shall be made regarding this tender.

Telex _____
Telephone _____
Fax _____

Witness:

Signature _____

Name _____

Address _____

Date _____

Tenderer:

Signature _____

Name _____

Designation _____

Company _____

Date _____

Company Seal

MAINTENANCE CONTRACT BETWEEN EPFO AND M/s [Name of Agency] LIMITED FOR MAINTENANCE OF COMPUTER SYSTEMS AND PERIPHERALS [ADDRESS OF OFFICE(S)] FOR THE [PERIOD].

A. PREAMBLE

This contract is made on [date], (this _____ day of the month of _____ year _____) between the Regional Provident Fund Commissioner Employees' Provident Fund Organisation, Nidhi Bhawan, Sarvodaya Nagar, Kanpur, for and on behalf of the Central Provident Fund Commissioner, Employees' Provident Fund Organisation, herein after referred to as EPFO of one part and M/s / Name and Address of the Agency/, herein after referred to as / Short Name of the Agency / (which expression shall unless excluded by or repugnant to the context be deemed to include it's successor in office or assign of the other part)

B. WHEREAS

- EPFO is desirous of entering into a maintenance contract with / Short Name of the Agency / for hardware maintenance of / Quantity / No. Computer Systems, / Quantity / No. Printers and / Quantity / No. UPS Systems with all accessories installed at [Name and Address of the Offices(s)/ as per the details furnished in the Annexure appended herewith
- [Short Name of the Agency] is desirous of renting such services under Terms and Conditions as per this Contract.

C. CONTRACT

- /Short Name of the Agency / agrees to maintain the Computer Systems and Peripherals as mentioned above in accordance with the provisions laid down in the Contract, for the period as mentioned below
- Charges for maintenance will be Rs. [Actual Cost in Figures] (including all taxes and duties) i.e., (Rupees [Actual Cost in Words]) per annum.

D. SCOPE OF SERVICE

- [Short Name of the Agency] agrees to provide the following services under the Contract to keep the Computer Systems and peripherals in good working order :-

1. Scheduled preventive maintenance at least once in three months.
2. Unscheduled, on-call, corrective and remedial maintenance service to set right the malfunctioning of the system. This includes replacement of unserviceable parts. The parts replaced will either be new part or equivalent in performance to new parts.
3. Whether a defective item of component is to be replaced or repaired shall be at the sole discretion of **[Short Name of the Agency]**. In case of replacement of a part, the defective part removed from the System will become the property of Regional Provident Fund Commissioner, EPFO.
4. **Operating System Support** - This Contract is comprehensive and includes the Operating System Support on all the Systems covered under this Contract. Any problem associated with the Operating System or Network Configuration will be attended by **[Short Name of the Agency]**.
5. Device Drivers under all Operating System are part of the hardware. Any problem related to Device Drivers will be attended to by **[Short Name of the Agency]**.

E. TERMS

- The Contract is for **[Duration]**, i.e., from **[Actual Period]** and covers normal use of machines under recommended environmental conditions. The Contract can be renewed on yearly basis at the same rate and Terms and Conditions for a further period of one year. Renewal should be proposed by either of the interested parties at least one month in advance. Either party can terminate the Contract at any time by one month's prior notice in writing.
- System Maintenance under the Maintenance Contract is fully comprehensive and shall include replacement of all spares like Hard Disk Drive, all other drives, Mother Boards, Logic Cards, Printer Heads etc. free of cost by **[Short Name of the Agency]**, but shall not include the consumables and supply items such as ribbons, media like magnetic tapes, cartridges, floppy diskettes, and computer stationary.
- For down time calculation, the day on which call is lodged will not be taken as part of downtime.
- In case of intermittent failures and respective problem due to improper diagnosis or repair, the System will be treated as continuously down.
- The Commissioner will keep a record of machine failure (including the nature of failure), date and time of lodging the complaint, when the machine was made up and the total downtime.

The Commissioner will be responsible for operating the Computer Systems. During the period of Contract, use will be restricted to operational activities only and the Commissioner will not repair/maintain any equipment itself.

- Any new hardware will be brought into maintenance through a written intimation.
- To monitor the maintenance activity and to discuss other related matters, meetings between the Commissioner and [Short Name of the Agency] will be held at [Name and Address of the Office] as and when necessary.

F. SERVICE ASSURANCES

- The services of maintenance under the contract shall ensure that the systems and peripherals under the contract shall have uptime of 98%.
- Maximum acceptable down time will be three days excluding holidays. The maximum delay in fault rectification averaged over three months for all systems should not exceed two working days.
- Up-time efficiency will be computed as follows :-

$$\frac{\text{Up-time}}{\text{Total time for which the equipment is available}} \times 100$$

- The following will not be included in the total time :-
 - (c) Time lost due to Power or environmental failures
 - (d) Time taken to recover the computer equipment because of power or environmental failures.

G. PENALTY

- Penalty for competing the calls after the time limit as indicated in Service Assurance will be Rs. 400/- (Rupees Four Hundred Only) per working day per Computer System. For other peripherals which are not critical to the Computer System the penalty shall be Rs. 200/- (Rupees Two Hundred only)
- Whenever the Computer System/Terminal/Printer/Terminal Server/Ethernet Card etc. can not be repaired on site within the specified limits, the Vendor will have the option to provide an alternative equipment of matching specification which will be replaced within the period of maximum 60 days with the equipment of same make/model. But, in case of Computer System the original CPU should be restored. Failing these replacement, penalty clause will apply.

