

TENDER DOCUMENT

FACILITY MANAGEMENT SERVICES (FMS) FOR DESKTOPS, LAPTOPS, WORKSTATIONS, SERVERS, THIN CLIENTS, PRINTERS, SCANNERS & PC SOFTWARE

TENDER REFERENCE	PUR/194/ITG/04/2018-19
CONTACT DETAILS	Director [Attn : Stores & Purchase Officer] CSIR-Central Mechanical Engineering Research Institute Mahatma Gnadhi Avenue, Durgapur 713 209 West Bengal e-mail : pur@cmeri.res.in

CRITICAL DATE SHEET	DATE	TIME
Bid Published Date	01 August 2018	9.00 am
Bid Document Download / Sale Start Date	01 August 2018	9.00 am
Bid Submission Start Date	01 August 2018	10.00 am
Bid Submission End date	22 August 2018	3.00 pm
Last Date and Time for Submission of original DD against EMD	22 August 2018	3.00 pm
Bid opening date	23 August 2018	3.30 pm

THIS TENDER DOCUMENT CONSISTS OF THE FOLLOWING SECTIONS:

SECTION-1	NOTICE INVITING TENDER
SECTION-2	TERMS AND CONDITIONS
SECTION-3	SPECIAL TERMS AND CONDITIONS & OTHER REQUIREMENTS
SECTION-4	ANNEXURES
	Annexure-I
	Annexure-II : Past Performance Report
	Annexure-III : List of Personnel proposed to be deployed
	Annexure-IV : Compliance Statement
	Annexure-V : Prescribed Format for Application
	Annexure-VI : BG format for submission of EMD

SECTION -1

NOTICE INVITING TENDER

1. Director, CSIR-Central Mechanical Engineering Research Institute, Mahatma Gandhi Avenue, Durgapur 713209, West Bengal, invites e-tenders from eligible Service Providers for the following job/service.

Sl. No.	Tender Ref.	Description of Goods and Services	Quantity	Single/Two Bid	Bid Security/ EMD
1	PUR/194/ITG/04/2018-19	Facility Management Services (FMS) For Desktops, Laptops, Workstations, Servers, Thin Clients, Printers, Scanners & PC Software	1 job	Two-Bid	Rupees 50,000/-
Period of FMS : 3 [three] years from the date of FMS contract.					

2. E-Bids are invited through the electronic tendering process and the Tender Document can be downloaded from the e-Tender portal of Government of India, <https://etenders.gov.in>. A copy of the Tender Document is also available on CSIR-CMERI website, www.cmeri.res.in. Please note that the submission of e-Bids will be only through the e-Tender portal <https://etenders.gov.in>. Bids will not be accepted in any other form. Further it may be noted that Bids which are duly submitted on e-Tender portal shall only be considered and Bids just saved without submission will not be available to the Evaluation Committee of CSIR-CMERI.
3. Any Bidder willing to take part in the process of e-tendering will have to get registered in the Central Public Procurement [CPP] portal, NIC, Government of India, by logging on to the portal <https://etenders.gov.in>. Bidders are requested to go through “Bidder Manual Kit”, “System Settings” & “FAQ” links available on the login page of the e-Tender portal for guidelines, procedures & system requirements. In case of any technical difficulty, Bidders may contact the help desk numbers & email ids mentioned at the e-tender portal. Every Bidder will be required to obtain a Class-III Digital Signature [DSC] for submission of Bids.
4. EMD / Bid Security will be required to be paid offline by Demand Draft drawn in favour of **Director, CSIR-CMERI** payable at **Durgapur**. Alternatively, EMD can also be furnished in the shape of a Bank Guarantee issued by any Nationalised/Scheduled Bank of India. **Original EMD** to be sent to Director [Attn : Stores & Purchase Officer], CSIR-Central Mechanical Engineering Research Institute, Mahatma Gandhi Avenue, Durgapur – 713 209, West Bengal, before the date and time mentioned in CRITICAL DATE SHEET. Bids of those tenderers whose EMD is not received within the deadline for receipt of Bids will be summarily rejected. Any postal delay in this respect will not be entertained.

STORES AND PURCHASE OFFICER

SECTION - 2

TERMS AND CONDITIONS

The Bidder is expected to examine all instructions, forms, terms, and specifications set forth in this Tender Document. Failure to furnish all information required in the Tender Document or submission of a bid not substantially responsive to the Tender Document, in every respect, will be at the Bidder's risk and may result in rejection of its bid.

In these Terms and Conditions, the following words and expressions shall have the meaning as have been respectively assigned to them:

Bidder shall mean the entity submitting an offer in response to this Tender Document.

CSIR-CMERI / Purchaser / Institute shall mean CSIR-Central Mechanical Engineering Research Institute, [a constituent unit of the Council of Scientific & Industrial Research] having its office at MG Avenue, Durgapur – 713 209 [West Bengal], India.

Service Provider / Vendor shall mean the entity whose bid has been accepted by the Purchaser and a formal Work Order/FMS contract has been placed on them.

1. SUBMISSION OF BIDS

1.1. The e-Bid is to be submitted at the e-tendering portal in **TWO COVERS**. One cover will be the **Un-Priced Technical Bid** [**termed as FEE/PREQUAL/TECHNICAL cover type in the portal**] and the other shall be the **Priced Bid** [**termed as the FINANCE cover type in the portal**] Both the Un-Priced Techno-Commercial Bid and the Priced Bid shall be submitted at the e-portal in separate packets as described above.

1.2. The **Un-Priced Technical Bid** prepared by the Bidder shall include :

Sl. No.	Document Required	Document type
1	Scanned Copy of Demand Draft / Bank Guarantee furnished as EMD or Document evidencing that Bidder is exempted from payment of EMD.	.pdf
2	Scanned Application Form [to be issued on Bidder's letterhead as per the format prescribed in this Tender Document at Annexure-V] duly signed by Bidder with official seal.	.pdf
3	Scanned Copy of Bidder's Certificate of Incorporation, Certificate of Registration, GST Registration, PAN & Proof of address of office at Kolkata/Asansol/Durgapur.	.pdf
4	Scanned Copies of Balance Sheets of past three years ending 31 March 2018.	.pdf
5	PO/contract showing Bidder's experience in handling similar FMS of Rs. 5.00 Lakhs or more in a single order in Government/PSU or reputed private organization [listed in NSE].	.pdf
6	Scanned Copy of undertaking signed by Bidder to the effect that the Bidder / any of its partner / Director / Board member have not been blacklisted by any Govt./Semi-Govt./statutory body.	.pdf

7	Scanned copy of the forms as given at Annexure-II, Annexure-III and Annexure-IV of the Tender Document ,duly filled in and signed by Bidder.	.pdf
8	Scanned copy of Purchase Orders of 03 similar FMS Orders issued by CSIR Labs/any other organisations of Central Govt./State Govt./Autonomous Body/PSU/MNC during last 03 years as on the date of tender opening.	.pdf
All the above scanned documents must be e-signed prior to being uploaded and saved in the system		

1.3. The **Priced Bid** prepared by the Bidder shall include the following documents:

Sl. No.	Document Required	Document type
1	Price Schedule Form duly filled-in and signed by Bidder	.xls

- 1.4. The bidders shall digitally sign and encrypt their bid and upload the bid on –line at the e-Tendering portal.
- 1.5. If the envelope is not digitally signed & encrypted, the Purchaser shall not accept such open Bids for evaluation purpose and shall be treated as non-responsive and rejected.
- 1.6. Purchaser shall receive the bids online through CPP e-portal only. The e-Tender portal shall automatically stop accepting bids at the scheduled date and time specified in the Tender Document. Partially submitted bids shall be treated as invalid and shall not be processed. Bidders are advised to upload and submit their bids timely in view of the electronic process so as to avoid list minute issues.
- 1.7. Purchaser may, at its discretion extend the deadline for submission of the e-Bids by amending the Tender Documents in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 1.8. Bidders must note that the e-tender portal shall not permit uploading of bids after the scheduled time of submission.
- 1.9. The bidder may correct or modify his digitally signed bid after submission prior to the deadline for submission of bids, through provisions of e-tendering portal.

2. Bid Security [BS] / Earnest Money Deposit [EMD]

- 2.1. The Bidder shall furnish, as part of its bid, a Bid Security (BS) / Earnest Money Deposit [EMD] for an amount as specified in the **NIT**.
- 2.2. The Bid Security is required to protect the Purchaser against the risk of Bidder's conduct, which would warrant the security's forfeiture.
- 2.3. The Bid Security shall be in Indian Rupees and shall be in one of the following forms at the Bidder's option:
- I. A Bank Guarantee [BG] issued by a Nationalized/Scheduled bank in the form provided in the Bidding Documents and valid for 45 days beyond the validity of the bid; or
 - II. Fixed Deposit Receipt pledged in favour of the Purchaser; or

III. A Banker's cheque or Demand Draft in favour of the Purchaser issued by any Nationalized/Scheduled Indian bank.

2.4. The Bid Security shall be payable promptly upon written demand by the Purchaser in case the conditions listed at Clause 2.7 are invoked. The Bid Security should be submitted in its original form. Copies shall not be accepted. The Bid Security of unsuccessful Bidder will be discharged /returned as promptly as possible positively within a period of 30 days after the expiration of the period of bid validity or placement of order whichever is later, without any interest.

2.5. The successful Bidder's Bid Security will be discharged upon the Bidder furnishing the Performance Security, without any interest. Alternatively, the BS could also be adjusted against PS, if it is paid through DD/BC.

2.6. The firms registered with DGS&D, NSIC, Govt. Public Undertakings, Central Autonomous Bodies and with the CSIR Laboratories /Institutes, if any, are exempted from payment of BS provided such registration includes the services they are offering and not for selling products manufactured by other companies. Further, all entities who are entitled for EMD exemption under Rule 170 of GFR 2017, shall also be exempted from payment of EMD.

2.7. The Bid Security may be forfeited

- i.** If a Bidder withdraws or amends or impairs or derogates its bid during the period of bid validity specified by the Bidder on the Bid Form; or
- ii.** In case of a successful Bidder, if the Bidder fails to furnish Order Acknowledgement within 15 days of the order or fails to sign the contract and/or fails to furnish Performance Security within 21 days from the date of contract/ order.

3. PRICES

3.1. Bidders are requested to note that they should necessarily submit their financial bids in the MS-EXEL format provided and no other format is acceptable. Bidders are required to download the BOQ file, open it and complete the 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. It may be noted that only duly submitted bids shall be evaluated and bids just saved but not submitted shall not be part of the evaluation process.

3.2. CSIR-CMERI shall not consider any changes on any account after the opening of Bid and hence the prices offered shall remain firm during the validity of the Bid and shall not be subject to variation on any account.

3.3. The Bidder shall quote as per Price Schedule Format [MS-EXEL] given in this Tender Document. However, the Prices should be quoted only in the BOQ file to be downloaded from the e-tendering portal.

3.4. The Bidder shall quote the price for 3 years FMS as a single job. Part quote received for 1 year or 2 years shall be summarily rejected.

4. PERIOD OF CONTRACT

4.1. The FMS Contract shall be for a period of three [3] years and shall be subject to periodic assessment with regard to performance of the vendor.

4.2. In case the services of the vendor are determined to be unsatisfactory during the period of contract, Director, CSIR-CMERI shall be at liberty to cancel the FMS Contract and encash the Performance Security furnished by the vendor.

5. VALIDITY OF BID

5.1. The offer should be valid for at least 90 days from the date of opening of the Technical Bid.

6. EVALUATION OF BIDS

6.1. The Technical Bids shall be opened first and will be scrutinized to see whether the bids / tenders meet the Pre-Qualification Criteria as incorporated in the Tender Document. The bids/tenders, which do not meet Pre-Qualification Criteria, are to be treated as unresponsive and ignored. Incomplete/Conditional Bids shall be summarily rejected.

6.2. During the course of evaluation, CSIR-CMERI may, at its discretion ask the bidder for clarification of its bid. The request for clarification and the response shall be in writing and no change in prices or substance of the bid shall be sought, offered or permitted.

6.3. The Price Bids of the parties, who meet the Pre-Qualification Criteria, shall be evaluated on the basis of total price quoted by them and indicated as such in the Price Schedule Form [BOQ file].

6.4. The FMS Contract shall be awarded to the lowest evaluated responsive Bidder. A Performance Security of Rs. 1,00,000/- [Rupees one lakh] shall have to be furnished by the successful Bidder in the form of a Demand Draft / Bank Guarantee in the prescribed format.

6.5. The proceeds of the Performance Security shall compensate CSIR-CMERI for any loss / damages owing to non-fulfilment of contractual obligations on part of the Service Provider.

6.6. The Performance Security shall be returned to the successful Bidder without any interest after satisfactory completion of the contractual obligations. In case of pre-mature termination (cancellation of the contract, due to unsatisfactory performance by the party) CSIR-CMERI shall encash the said Performance Security. [Note: In case a Bank Guarantee is furnished, it should be valid till validity of the contract period + 60 days]. The Performance Security has to be furnished within 21 days of issue of Work Order / contract failing which the contract/ Work Order shall be deemed to be cancelled.

7. SETTLEMENT OF DISPUTES AND ARBITRATION

7.1. CSIR-CMERI and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the FMS Contract. If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the Purchaser or the Vendor may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Services under the Contract.

7.2. Disputes or differences shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director General, Council of Scientific & Industrial Research and if he is unable or unwilling to

act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.

7.3. The venue of the arbitration shall be the place from where the Work Order or FMS contract is issued / executed.

8. APPLICABLE LAW

8.1. The Contract shall be interpreted in accordance with the laws of the Union of India and all disputes shall be subject to a court of competent jurisdiction in Durgapur, West Bengal, India.

9. PRE-QUALIFICATION CRITERIA AND OTHER TERMS AND CONDITIONS

9.1. Other Details pertaining to the Contract are laid down in the attached Document.

10. Wherever deemed necessary, Bidder shall be at liberty to question the Bidding Document, Bidding process and rejection of its Bid.

Yours faithfully,

Bodhisattwa Dhar
Stores & Purchase Officer

Encl: Other Detailed Conditions of the Contract.

SECTION-3

DETAILED CONDITIONS AND OTHER REQUIREMENTS

Facility Management Services (FMS) for Desktops, Laptops, Workstations, Servers, Thin Clients, Printers, Scanners & PC Software for the duration of three years

CSIR-Central Mechanical Engineering Research Institute, Durgapur, invites sealed tenders from interested IT services providers for maintenance of Computer Desktops, Laptops, Workstations, Software, Printers & UPS on rate contract basis for a period of 3 (Three) years tentatively beyond September 01 2018. The vendor will be responsible for attending the calls from different divisions of the institute and may also be entrusted for supplying genuine/ OEM hardware parts in case of hardware problem.

IT inventory of the institute comprised of mostly branded product from very reputed vendors. The details of the present IT peripherals inventory, to be included in the said contract, is given in Annexure-I.

Interested vendors, who meet the pre-qualification criteria, may submit their sealed bids in a sealed cover envelope comprising of two separate envelopes (Technical bid and Commercial bid) with all necessary documents along with the covering letter duly signed by an authorized signatory.

PRE-QUALIFICATION CRITERIA (Must be supported by relevant documents):

- i. The bidder may be a Government Organization / PSU / PSE / partnership firm or a Company under Indian Laws. (**Document Required: Certificate of Incorporation**)
- ii. The bidder should be in existence for minimum 5 years (upto 31st March 2018) in the business of IT facility management service (**Document Required: Certificate of Registration/ equivalent**)
- iii. Aggregate turnover of 3.00 Crore during past 3 years (with minimum Rs. 1.00 Crore per year) (**Document Required: Copies of Balance Sheets and P/L Account**)
- iv. The bidder should have an experience in handling similar FMS of Rs. 5.00 Lakhs or more in a single order in Government/PSU or reputed private organization (Listed in NSE) (**Document Required: Copy of Relevant Purchase Order and Annexure-II**)
- v. The bidder or any of its partner, director, Board member has not been black listed by any Government/Semi Government Organization/Statutory body (**Document Required: An undertaking/ affidavit by the authorized signatory/ owner**)
- vi. The bidder should have valid GST registration and PAN number (**Document Required: Copies of such registration certificate**)
- vii. Bidders should have their permanent office and workshop at Durgapur/ Asansol/ Kolkata (**Document Required: Relevant documentary proof with Office Address**)
- viii. The bidder should have successfully executed at least 03 similar FMS orders during last 03 years. The said orders must be from some reputed firms like CSIR labs or any other organization of Central Govt./State Govt./Autonomous Body/PSU/MNC (**Document Required: Relevant purchase orders**)
- ix. Deposit of EMD of Rs 50,000/- (Rupees Fifty Thousand Only) (**Document Required: Valid Draft of the requisite amount**)

- x. The bidder should ***quote the price for 3 years FMS service as a single job***. Part quote received for 1 year or 2 years' service shall be summarily rejected.

The bid may be rejected on not meeting the above mentioned criteria.

SCOPE AND DELIVERABLES

A. Deputation of Service Engineers

- i. Deputation of two dedicated full-time resident service engineers (One for Hardware and One for software support), who should have minimum five years of working experience in the maintenance of computer hardware including laser printers/scanners etc. and software related maintenance.
- ii. Providing a backup support of vendor's/ OEM's service center and higher level service engineers on case to case basis for those cases when the resident service engineers will not be able to resolve the issue at their own using on-site facilities. Normal repair/ troubleshooting are to be done at the location of the system itself.
- iii. The resident engineers shall be responsible for taking backup of data, programs and application available on the computer whenever necessary before attending the fault and will be also responsible for restoring the data, programs and applications after removing the fault to the satisfaction of the user.
- iv. For the hardware maintenance, the resident engineers should be equipped with the maintenance kit comprising of tool box, soldering iron, multi-meter, diagnostic software, device driver software, external CD-ROM/storage drive and any other tools required for carrying out such services.
- v. The resident support engineers must be available onsite to resolve the hardware/ software problems during regular office hours i.e., between 9:30 AM to 6:00 PM on all working days and on those days, when institute is declared open. Resident engineers should be provided with mobile phones, whose numbers would be available to the CSIR-CMERI users for call on emergency basis.
- vi. At least one resident engineer should be made available in station on holidays/ weekends for attending emergency service calls without additional payment.

B. Attendance of Calls

- i. Use of in-house web-enabled online call management system (named *IT Care*) to track the calls and expedite the process of troubleshooting to minimize the downtime.
- ii. To attend user's call for troubleshooting of hardware/ software problems and submission of daily report through *IT Care*.
- iii. Coordination with the OEM for troubleshooting of the systems under warranty and helping the users to resolve their hardware/ software related problems.
- iv. Maintenance shall include installation and updating of all kinds of software including operating system, office applications, and anti-virus.
- v. To provide and maintain the required drivers for additional peripherals and hardware for maintaining the systems. In case of system under warranty, the coordination with OEMs for troubleshooting of the computer and other peripherals.
- vi. The resident engineer should maintain a log register of all calls attended, pending issues, preventive maintenance records and details of all spare parts replaced during the period of contract.
- vii. As a part of maintenance strategy, OEM/ dealer shall also provide services for the hardware, and software during the period of warranty. The service engineer should have sufficient technical qualification and experience to handle hardware, software, communications issues that may arise during the usage of the system.
- viii. The resident engineers shall intimate the status of complaints pending/ rectified on daily basis. The engineers shall also submit a consolidated report furnishing the details of calls attended, remedial action taken and their status on a monthly basis.

- ix. Every system/ printer would have a system health card (physical/ electronic) having full history of its performance, repair and maintenance including external cleaning on the prescribed proforma decided by I.T. Group.
- x. No data or any devices containing data of the CSIR-CMERI users should be taken out of the campus without written permission from the competent authority.
- xi. IT Group has its internal feedback process to be collected from users. The residential engineer shall collect such feedback on per call basis and submit the compiled report to the IT Group on weekly basis.

C. Others

- i. The vendor shall not sub-contract the maintenance job to any third party/ outside agency.
- ii. The vendors should have provision of disposing off the electronics waste/ hazardous components in environmental friendly manner.
- iii. The spare parts bills have to be generated on section/ department wise and to be vetted by the concern user and head of the department. However, final bills will be passed only based on the recommendation of Head, IT Group.

Terms and Conditions:

(i) Decision of Lowest Bid

First technical bid will be opened for assessment of pre-qualification criteria. Among technically qualified bids, the lowest bid will be decided based on the total cost to be borne by CSIR- CMERI as on date of opening of tender.

(ii) Period of Contract

Contract shall initially be for **a period of three years**, tentatively starting from September 01 2018. However, unsatisfactory services or other irregularities from the vendor side may led to pre-mature termination of the service contract with the vendor without any notice and may also results into the forfeiture of EMD/ security deposits.

(iii) Performance Security/Guarantee

The successful bidder should give a Performance Security/Guarantee amounting Rs. 1.00 Lakh (Rupees One Lakh Only). The validity of Performance Security/ Guarantee should be upto the original contract period (i.e., three years). Performance Security/Guarantee shall be released after satisfactory completion of the work.

(iv) Payment Terms

CMERI will only release the quarterly payment based on due certification by IT group on satisfactory performance & compliance to the above mentioned stipulations. Payment will be released on quarterly basis. The bill needs to be accompanied with a certificate declaring that the company has complied minimum wage guidelines of central government with respect to the salary/ compensation made with the resident engineer.

(v) Resident Engineers

a. Resident engineers should be skilled enough to take their own decision and perform their duty independently & take necessary repairing decisions as deem fit in consultation with the officials of IT Group. In case any problem can't be solved by resident service engineers within 24 hours, Level-II support must be called on to resolve the issue. No additional charge will be borne by CMERI for these Level-2 services and thus bidder is advised to consider the same in commercial bid itself, if required.

b. The payment structure of resident engineer should not be less than the prescribed minimum wage for highly skilled manpower as per guidelines of Ministry of Labour & Employment, Govt. of India (**Central Govt. Min. Wage Guidelines Only**), which might change subject to the revision of such wage by the ministry.

c. Bachelor accommodation for at most one resident engineer may optionally be arranged by the institute at its residential colony subject to the approval of the competent authority. In such a case, tentative charges of Rs.2000/- (Rupees Two thousand only) per month shall be charged by the institute. The accommodation shall be provided only based on written request and with a purpose to serve the institute's service requirement during the emergency period/ holidays.

(vi) Possession of Inventory

Immediately on award of the contract, the contractor would give a report taking over all the equipment (giving their configurations and working status). It shall be the responsibility of the contractor to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the department in working conditions on the expiry of the contract, if the service calls for the system have been made before expiry of the contract period.

(vii) Replacement of the Parts

The contract shall be excluding the cost of major spare parts, however will include repair/ replacement of minor items as specified in Clause No-viii below. The contractor has to keep sufficient spare parts as onsite inventory in CMERI to minimize the response time for the service calls.

The contract shall also include the technical support for repair/ replacement of defective parts procured from OEM. The procurement of major spare parts can be done from empaneled vendors / authorized dealers of OEM on payment basis or can be procured directly by the CSIR-CMERI, Durgapur on recommendation of the resident engineer. In case, the contractor is the empaneled vendor for supply of major spare parts, the bills of the spare parts have to be submitted separately after proper certificate from the user department/ section. These bills will be cleared on monthly/ quarterly basis upon proper verifications by institute's IT officials.

(viii) Minor repair/ replacements

The FMS contract includes minor repair/ replacement as follows:

- a. Replacement of Mouse/ Keyboard/ All types of Cables/ CMOS Battery/ Ethernet Card/ All types of Fans/ Desktop's SMPS/ Power Cords/ Printer Teflon Roller/ Printer Ribbon Mask/ Scanner Bulb/ Scanner Belt/ Printer Ribbon Gear Assembly or any other such minor parts.
- b. Troubleshooting/ expert support and repairing of all motherboard/ SMPS/ CRT monitor/ LCD Panel/ LED panel/ Laptop Keyboard/ all types of Printers/ Scanners/ Servers/ Thin clients/ PCs/ Laptop or any other such parts or assembly of the machine under FMS contract.

(ix) Attendance of Service Call and Preventive Maintenance

- Time
As per CMERI's IT Group policy, all the service calls from the user must be addressed within a period of two working hours. In line with this, resident engineer must attend the service call received through CMERI's online call logging system (*IT Care*) within 02 working hours and resolve the issue.
- Call Escalation
In case any problem can't be solved by resident engineer within 24 hours, Level-2 support must be called on to resolve the issue.
- Preventive Maintenance
 - a) Preventive maintenance service is to be carried out every three months for all the computers and peripherals covered under the contract.

- b) Preventive maintenance means quarterly servicing of the equipment either manually/ automated way irrespective of the whether the equipment has undergone a breakdown or not and it would include:
- Defragmentation of hard disk drives and scanning for disk errors.
 - Checking and cleaning all the computers and its peripherals externally using soft cloth, carbon tetra chloride & appropriate polish etc. (the cleaning materials will be provided by the vendor without any extra cost).
 - Internal cleaning of the equipment using vacuum cleaner/other appropriate means.

Penalty Clause:

- a. If resident engineers do not report for duty, FMS vendor should provide alternative person of the same capacity on the day of absence. If vendor fails to provide alternate person, then penalty @ Rs 500/- for per engineer per day will be deducted from the bill based on discretion of the IT official of the institute.
- b. The repairing/ troubleshooting of the faulty system under maintenance contract will be the responsibility of the FMS vendor. In case, the FMS vendor is not capable of repairing a repairable system, the repairing/ troubleshooting charges (if repairing has been done through any other source) will be borne by the FMS vendor or will be deducted from their quarterly bill.
- c. In case of delayed repairing of systems, where the standby systems have not been provided or the systems are not set right to put the same under satisfactory operation within 48 hours, a penalty may be charged per day basis @ 0.5% of the total quarterly FMS cost for delayed period.
- d. The CSIR-CMERI officials may review the status of pending complaints with the vendor from time to time. If it is found that many complaints requiring repair of systems/ peripherals are pending for over a month, institute reserves the right to suspend/ withhold the payment of quarterly bills till all pending complaints are cleared.
- e. In case, the services of the firm are not found satisfactory at any time during the period of contract, Director, CSIR-CMERI, Durgapur reserves the right to terminate the contract along with forfeiture of the performance security without notice.
- f. Inability to perform preventative maintenance and its report submission may attract an amount of Rs.200/- per peripheral per quarter.
- g. It may also be noted that in case of contractor backing out in mid-term without any explicit consent of the competent authority of CSIR-CMERI Durgapur, the contractor's firm will be liable to recovery at higher rates, which may have to be incurred by CSIR-CMERI on maintenance of machines for the balance period of contract through alternative means.
- h. The act of backing out would automatically debar the firm from any further dealing with CSIR-CMERI, Durgapur and the EMD/performance guarantee amount would also be forfeited.

BASIC INFORMATION and CHECK LIST

1. Name of the Vendor	
2. Address of the Registered Office, Telephone No./Fax No./email address	
3. Address of offices at Durgapur with Telephone No. / Fax No. / email address	
4. Vendor's Website (if any)	
5. Type of the organization (Whether sole proprietorship/ partnership/private limited/ public limited or co-op body)	
6. Details of incorporation - (Registering Authority/ Registration Date, Registration No., etc.)	
7. GST Number	
8. PAN Number	
9. Copy of Trade License	
10. Copy of GST Certificate	
11. Certified Financial Statements for the last three years to be attached	
12. IT Return for the last three years to be attached	
13. Clientele List to be attached (along with copy of Work Order and detail information in Annexure-II)	
14. Details about technical experts/ personnel along with their expertise i.e. Microsoft Windows and Linux, Ms-Office, Antivirus, Computer/ Printer/ Scanner and other hardware etc. (Detail information in Annexure-III)	
15. Commercial Bid	

Signature
Company Seal with Date

Annexure-I

The list of computers, workstations, laptops, printers, servers, scanners etc. is attached. However, the quantities are subject to change based upon new procurement/ removal of obsolete hardware time to time. After the expiry of warranty/ guarantee period, the new hardware also have to be serviced/ maintained on the same terms and conditions. CSIR-CMERI, Durgapur reserves the rights to add/ remove any item from service contract during the contract period.

1. Inventory for Hardware/ Software Support & Services

Sl. No.	Item	Specification	Make	Quantity*
1.	Desktop Computer	P-IV & above	Acer, Compaq, Dell, HCL, HP, IBM, Lenovo etc.	450
2.	Workstation	P-IV & above	HP, HCL, IBM etc.	200
3.	Server	Xeon & above	IBM, HP, Wipro etc.	5
4.	Laptop Computer	P-IV & above	Compaq, IBM, HP, HCL, Toshiba etc.	100
5.	Dot Matrix Printer	LP, LQ, FX, EX etc.	HP, Epson, Wipro, TVS etc.	10
6.	Laserjet Mono Printer	6L, 6L Pro, 6L Gold, 1000, 2100 etc.	HP, Ricoh, Xerox etc.	200
7.	Laserjet Colour Printer	1320, 1600, 2500, 2550, 2840, 3300, 4650 etc.	HP	50
8.	Deskjet Printer	610, 755, 810, 1180, 3325, 3535, 3745, 3940, 5160, 5152, 6208, 7338, Stylus 400 etc.	HP, Canon, Epson etc.	35
9.	Scanner	-	HP etc.	50

2. Scope under Software Support

Sl. No.	Item
---------	------

1.	<ul style="list-style-type: none"><li data-bbox="308 90 1282 199">a. Installation, Maintenance and Troubleshooting of Operating System like Linux, Windows XP, Vista, Windows 7, Windows 10, Windows Server 2008, Windows Server 2012, Windows Server 2016 etc.<li data-bbox="308 231 1282 336">b. Installation Maintenance and Troubleshooting of Microsoft Office, Internet Browsers and Mail Clients, Antivirus, Adobe & other office automation software etc
----	---

*** Since, the major components of the service are supposed to be FMS with resident manpower support, the above quantities are given as indication purpose only and will be finalized before placing the final order/ during handing over the inventory to the successful bidder.**

Annexure-II

Past Performance Report*
(To be submitted with Technical Bid)

S. No.	Contractee (Client's) Name and Address	Period		Ref./ Order No.	Nature of the work 1. AMC/FMS of Computers 2. AMC/ FMS of Printers 3. AMC/ FMS of Servers/ WS 4. Supply of Spares 5. Service Center 6. None of above	Total Value (in Rs.)
		From	To			
Completed Work						
Work in Hand						
Authorised Service Provider for OEM						

*Must be supported by Work Order and Relevant Performance Report from the Contractee/ Client (may be cross verified by the institute)

Annexure-IV

Compliance Statement

(Must be submitted with Technical Bid)

S. No.	Pre-Qualification Criteria	Complied/ Not Complied	Remarks/ Deviation (If Any)
1.	The bidder may be a Government Organization / PSU / PSE / partnership firm or a Company under Indian Laws.		
2.	The bidder should be in existence for minimum 5 years (upto 31st March 2018) in the business of IT facility management service		
3.	Aggregate turnover of 3.00 Crore during past 3 years (with minimum Rs. 1.00 Crore per year)		
4.	The bidder should have an experience in handling similar FMS of Rs. 5.00 Lakhs or more in a single order in Government/PSU or reputed private organization (Listed in NSE)		
5.	The bidder or any of its partner, director, Board member has not been black listed by any Government/Semi Government Organization/Statutory body		
6.	The bidder should have valid GST registration and PAN number		
7.	Bidders should have their permanent office and workshop at Durgapur/ Asansol/ Kolkata		
8.	The bidder should have successfully executed at least 03 similar FMS orders during last 03 years. The said orders must be from some reputed firms like CSIR labs or any other organization of Central Govt./State Govt./Autonomous Body/PSU/MNC		

Prescribed Format for Application
(Letterhead of the Company)

Annexure-V

To
The Director,
CSIR-CMERI,
M.G. Avenue,
Durgapur – 713209.

Sub: Facility Management Services (FMS) for Desktops, Laptops, Workstations, Servers, Thin Clients, Printers, Scanners & Software

Ref : Your Tender Document No. dated

Dear Sir,

I/ We have read and understood the terms and conditions for facility management services of computer hardware/ software and hereby accept all the terms and conditions. I/ We hereby declare that the information furnished in the annexure to this application for empanelment is correct to the best of my/ our knowledge and belief.

I/We also understand that as per terms of the tender, bidder should quote the price for 3 years FMS as a single job. Part quote for 1 year or 2 years service shall be summarily rejected.

Yours faithfully,

Date_____

Signature_____

Name & Designation_____

Seal_____

Annexure-VI

BID SECURITY FORM

Whereas _____ (hereinafter called the tenderer") has submitted their offer dated _____ for the supply of _____ (hereinafter called the tender") against the Purchaser's tender enquiry No. _____.

KNOW ALL MEN by these presents that We _____ having our registered office at _____ are bound unto _____ (hereinafter called the "Purchaser") in the sum of _____ for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents.

Sealed with the Common Seal of the said Bank this _____ day of _____ 20_____.

THE CONDITIONS OF THIS OBLIGATION ARE:

- (1) If the tenderer withdraws or amends, impairs or derogates from the Tender in any respect within the period of validity of this tender.
- (2) If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity:
 - a. fails to furnish the Performance Security for the due Performance of the contract.
 - b. fails or refuses to accept/execute the contract.

WE undertake to pay the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of tender validity and any demand in respect thereof should reach the Bank not later than the above date. _____

(Signature of the authorized officer of the Bank)
Name and designation of the officer Seal,
Name & address of the Bank and address of the Branch