

**केंद्रीय समाज कल्याण बोर्ड**  
**CENTRAL SOCIAL WELFARE BOARD**  
महिला एवं बाल विकास मंत्रालय, भारत सरकार  
**Ministry of Women & Child Development, Govt of India**

डॉ. दुर्गाबाई देशमुख समाज कल्याण भवन  
**Dr. Durgabai Deshmukh Samaj Kalyan Bhavan**  
बी-12, कुतुब इंस्टीट्यूशनल एरिया, नई दिल्ली-110 603  
**B-12, Qutab Institutional Area, New Delhi-110 603**  
वेबसाइट : [www.cswb.gov.in](http://www.cswb.gov.in), ईमेल : [cswb\\_1@yahoo.co.in](mailto:cswb_1@yahoo.co.in)  
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**File No. F.21-3/AMC-HARDWARE/2018-19-PREST**

**Dated: 02/07/2020**

**Subject: Notice Inviting Tender (NIT) for awarding the Comprehensive AMC of Computer Hardware & its peripherals and Local Area Network & its associated components installed at CSWB.**

Sir/Madam,

Central Social Welfare Board (CSWB) is an autonomous body under Ministry of Women and Child Development (MWCD), Govt of India, invites sealed quotations from reputed computer hardware service provider in Delhi-NCR region as per Proforma enclosed herewith as Technical Bid (Annexure 'A') and Financial Bid (Annexure 'B') for awarding the Comprehensive AMC of Computer Hardware & its peripherals and Local Area Network & its associated components installed in the office of CSWB for one year.

The Tender Document consist of Terms and Conditions of the Tender, Proforma for Technical Bid as well as Financial Bid. The Tender Document can be downloaded from the CSWB website i.e. [cswb.gov.in](http://cswb.gov.in) and [cphp.gov.in](http://cphp.gov.in)

**(A.K.Sinha)**  
**Joint Director (PREST)**  
**Tel: 011-26543763**

## TERMS AND CONDITIONS

1. The Executive Director of Central Social Welfare Board, New Delhi invites on and behalf of Central Social Welfare Board item rate tenders from specialize/reputed firms/ contractor for the following work:

Name of Work	Estimated Cost for 12 months	Earnest Money
Annual maintenance of AMC Computer Hardware 2020-21 of CSWB, Dr. Durgabai Deshmukh Samaj Kalyan Bhawan, New Delhi-110603	Rs. 3,00,000/-	Rs. 10,000/-

2. **Eligibility of Tenderer:**

a) Must be a Private Limited or Public Limited company having registration before 1<sup>st</sup> January 2014.

b) They must possess total experience of minimum 3 years in the relevant field to Government / Semi Government organizations and Public Sector Unit (PSU).

3. The Contract shall be effective from the date of formal acceptance of the terms & conditions by the selected firm for a period of one year and covers normal use of equipment under user recommended environmental conditions, the contract can be renewed for further one year, renewal can be proposed by either of the interested party to other at least 1 month in advance.

4. This comprehensive maintenance contract is for the computer equipments including all peripherals, accessories and software installed by CSWB and Local Area Network and its associated components installed at CSWB. Computer Hardware equipment include Server Desktop/Laptop PCs, CPUs, Monitors, Keyboards, Mouse, Scanners, Printers and Projectors.

5. This maintenance contract includes repair, maintenance and troubleshooting of all LAN components like I/O ports, Switches, Patch Panel, Wire Manger, Wall Mount Rack and Cat 6 UTP cable lying and all other items attached with the LAN to keep LAN fully operational.

6. The maintenance contract is onsite **Comprehensive** and inclusive of preventive, corrective maintenance of computer equipment including all peripherals and Software (Operating System support including Windows installation, Device Driver support including Networking Configuration, MS Office Software support and other Software support).

7 The payment would be released on quarterly basis after satisfactory completion of each quarter. In case, the CSWB terminates the contract, the payment will be made on pro-rata basis.

8. Payment will be made after making deduction on account of down time penalty for the period, if any. Down time penalty is to be calculated on the basis of down time reports received every month including excess down time noticed in all instances in a month.

9. Vendor must provide services of one Resident Qualified Service Engineer for Computer Hardware and its peripherals as well as LAN & its associated components (Full day 9.00 a.m. to 5.30 p.m. on all working days, occasional on holidays, if required) with mobile for communication.

10. Resident Service Engineer must have minimum one year Computer Hardware and LAN training course with minimum 3 years of working experience (**Enclose bio-data of at least two Resident Service Engineer**).

11. Suitable proportionate penalty charges should be levied on Vendor when their Service Engineer has absent.

12. Any reported complaint will be taken up by the Service Engineer within same day. As far as possible the repair will be carried out onsite itself. In case any complaint is not attended promptly and within specified time; a penalty of `200/- per day will be deducted from quarterly payment.

13. The firm/company will prepare log books for each of the machines to be taken under the CAMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, Printer, Key Board, Mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report from the user would be submitted to PREST Division.

14. In case of any dispute, the settlement will be made in the courts of Delhi only .

15. The CSWB may at anytime terminate/cancel/withdraw the contract for some/all of the items (computers, laptops, printers, scanners, servers etc.) without any reasons to the vendor. The decision of the CSWB will be final in this regard.

16. The competent authority in the CSWB reserved the right to accept/reject all or any of the bids, or cancel the tender process at any time prior to award of contract without assigning any reason. The decision of competent authority in this regard will be final and binding.

17. The total amount of penalty so worked out at the end of each quarter will be deducted from the quarterly payment.

19. **Documents to be submitted alongwith Technical bid:**

The agency must submit the photocopies of following documents alongwith Technical bid:

- a. Copy of PAN card
- b. Copy of TIN Registration Certificate
- c. Copies of Bio-data of atleast two Resident Service Engineer
- d. Copies of last three years Annual Turnover (2014-15, 2015-16, 2016-17)
- e. Copies of tender work award letter from atleast three (issued by Ministries/ Government Departments/ State Government/ PSUs etc.)

20. The vendor should submit the Quotation in the prescribed format given above. The sealed Quotation should reach up to **14.00 Hrs on 20/07/2020 and it will be opened at 15.00 hrs on 20/07/2020** Cost may be given above with all requirements as above. Cost will be valid for one year. **(Enclose bio-data of atleast two Resident Service Engineer)**

Separate sealed envelopes with superscript (in bold letters) "**Quotations for AMC of Computer Hardware and LAN - Technical Bid**" and "**Quotations for AMC of Computer Hardware and LAN - Financial Bid**" should be addressed to:

To,

**Shri A.K. Sinha,  
Joint Director,  
Central Social Welfare Board,  
Samaj Kalyan Bhawan,  
B-12, Qutub Institutional Area,  
New Delhi-110603**

Central Social Welfare Board reserves the right to accept or reject any or all tenders without assigning any reasons.

**Central Social Welfare Board**

**Proforma for Technical Bid for Comprehensive AMC of Computer Hardware & its peripherals and Local Area Network & its associated components**

1. Name of the Agency :
2. Address of the Agency :
3. Name of the Contact Person :
  - a. Telephone/Mobile No. :
  - b. Email ID :
4. PAN/TIN Number of the Agency :
5. Details of Annual Turnover :  
(Copies of last three years enclosed)  
(Year 2016-17, 2017-18, 2018-19)
6. Copies of atleast three tender award letter :  
(issued by Ministries/Govt Departments/PSU)
7. Copies of Bio-data of two Service Engineer :

This is certified that the above facts are true, complete and correct to the best of my knowledge and belief. This is also certified that the Agency is not blacklisted by any Government Department not any criminal case is registered /pending against the Agency/Firm or its owner/ partner anywhere in India. It is certified that I/We have read and understood the terms and conditions of this Tender and will abide by them till the completion of the contract period.

Dated :

Place :

(Signature of Authorised Person)

Central Social Welfare Board

Proforma for Financial Bid for Comprehensive AMC of Computer Hardware & its peripherals and Local Area Network & its associated components.

Sl. No.	Items Description A	Quantity	Rate (₹)	Total Amount (₹)
1	Server HP ProLiant ML150	01		
2	Desktop Computer Dell Optiplex/ Lenovo ThinkCentre / HP	83		
3	Laptop Computer Sony VAIO	01		
4	Laptop Computer HP Compaq	01		
5	Laser Jet Printer HP 1606 dn	16		
6	Laser Jet Printer HP 1022 Series	11		
7	Laser Jet Printer HP 1005 Series	06		
8	Laser Jet Network Printer HP 2015dn	04		
9	Dot Matrix 132 Column Epson LQ 2080	01		
10	Scanner HP Scanjet 4370	02		
11	Scanner Canon DR 2010C	01		
12	UPS 6 KVA Elnova	01		
13	Projector Sony	01		
14.	Multifunctional Machine (Canon)	16		
<b>TOTAL (A)</b>		-	-	
<b>LOCAL AREA NETWORK (120 nodes) B</b>				<b>Total Amount (₹)</b>
CISCO WS-C2960-24TC-L/Catalyst Switch -05, D-Link 16 Port Switch -02, RJ 45 Information Outlet (Single SMB)-102, RJ 45 Information Outlet (Dual SMB) -09, 24 Port Patch Panel -09 ,Wire Manager /Patch Cord Minder Panel -09, 19" Rack Wall Mount-05, UTP Cable Cat 6 lying -5000 mtrs				
14	<b>Total LAN</b>	<b>(B)</b>		
15	<b>Full Day Resident Service Engineer-01</b>	<b>(C)</b>		
<b>TOTAL (A+B+C)</b>				

Dated :

Place :

(Signature of Authorised Person)

Seal of the Agency