

**GOVERNMENT OF INDIA
DEPARTMENT OF SPACE
LABORATORY FOR ELECTRO OPTICS SYSTEM (LEOS)
BANGALORE**

Tender for Comprehensive AMSC for computers and printers (2yrs)

Bids to be submitted online

Tender No.: LEOS/LEOS/LE202200015201 dated 16-09-2022

A. Tender Details

Tender No : **LEOS/LEOS/LE202200015201**

Tender Date : **16-09-2022**

Tender Classification: **SERVICES**

Purchase Entity : **LEOS**

Centre : **LABORATORY FOR ELECTRO OPTICS SYSTEM (LEOS)**

Procurement of Comprehensive AMSC for computers and printers

Comprehensive AMSC for computers and printers

A.1 Tender Schedule

Bid Submission Start Date : **16-09-2022 17:00**

Bid Clarification Due Date : **05-10-2022 16:00**

Bid Submission Due Date : **06-10-2022 16:00**

Bid Opening Date : **07-10-2022 11:00**

Price Bid Opening Date : **11-10-2022 11:00**

B. Tender Attachments

NA

Instructions To Vendors

1. Tender Terms & Conditions for AMSC

1. All amounts shall be indicated both in words as well as in figures. Where there is difference between amount quoted in words and figures, the amount quoted in words shall prevail over the amount mentioned in figures.
 2. Antecedent Verification: The personnel deployed to Service Receiver premises for carrying out AMSC, Antecedent / Police Verification shall be got done by the successful Service Provider if necessary and such records will have to be produced to Service Receiver on demand.
 3. Applicable Law: The Contract shall be Interpreted, Construed and Governed by Laws of India.
 4. Arbitration: In the event of any dispute or difference relating to the interpretation and application of the contract/work order, such dispute or difference shall be settled amicably by mutual consultations or through the good offices of the respective parties. If such resolution is not possible then the unresolved dispute or difference shall be referred to the Sole Arbitrator in accordance with the Rules and Procedures of the Arbitration and Conciliation Act 1996 or any modification thereof. The decision of the Arbitrator shall be final and binding on the parties. The expenses for the Arbitration shall be paid as may be determined by the Arbitrator.
 5. Change in the Name and Address of Supplier: In the event of Change in Name and Address of Supplier, Documentary Proof issued by the appropriate Government Authorities shall be produced for such change.
 6. Compensation for Damages caused for Persons Goods, Property: The Service Provider shall indemnify and hold harmless, Service Receiver and/or any Officer, Employees or assignee thereof, against any loss, damage or expense resulting from damage to property or personnel injury arising out of willful misconduct or gross negligence of the Service Provider or their personnel in the execution of the work under this Contract. The Service Provider shall, at its expense defend any suit or proceedings brought against Service Receiver on account thereof, and shall satisfy all judgments and pay all expenses, which may be incurred by or rendered against them, or any of them in connection therewith.
- Service Receiver shall not be responsible for any damages, loss, claims, financial and other injury for

any workforce in course of their performance of their duties or for payment towards any compensation.

7. Conditional Discounts/Offer will not be considered.

8. Deletion/Addition of Units/Systems/Equipment's: LEOS reserves the right to delete/add any Units/Systems/Equipments from the Contract.

9. Down-Time Compensation: In case, If the Break-Down calls are not attend within 08 Hours of lodging the complaint, Down-Time Compensation @ 0.5% of the Service Charges applicable to the particular Unit/System/Equipment etc., per day shall be recovered from the Service Provider.

10. Extension of Contract: In case the Preventive Maintenance Service could not be carried out within the specific block period by the Service Provider for reasons beyond their control, the Service Receiver shall have an option to extend the period of Contract proportionately.

11. For e-Procurement Tenders: The Service Provider[s] may log in to <https://eprocure.isro.gov.in> and submit the Offers through Online only. Manual/Postal Courier/Email/Fax Offers will not be considered. Further, it may be noted that no Manual Tender document will be issued by LEOS in the case of Public Tender.

No Tender Fee shall be payable for submission of Tender through e-procurement.

The Service Provider[s] have to provide Open Authorization as per Tender Schedule defined. The Open Authorization will not be extended under any circumstances. In case Open Authorization as per Tender Schedule is not provided, such Offers will not be considered and it will be treated as invalid.

12. For Non-Comprehensive AMSC: Service Provider shall submit Spares List with prices, which shall be valid till completion of AMSC Contract. As and when required LEOS will place separate Purchase Order for spares. The Genuine Spares shall be supplied or integrated/replaced into the System.

13. Implementation of Government Purchase and Price Preference Policy for MSEs: In order to avail of the benefits extended by Government of India to the Micro and Small Enterprises [MSEs], please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by General Manager, District Industries Center or National Small Industries Corporation [NSIC] Registration Certificate along with your offer. The facilities/ benefits will be extended as per orders issued by Ministry of MSME, Government of India, New Delhi or any instructions issued from time to time. The successful MSEs shall execute mandatorily Security Deposit for 3% of the Contract value towards satisfactory execution of the Contract.

14. Income Tax: Income Tax will be deducted at source as may be applicable and Accounts Officer, LEOS will issue necessary I.T Certificate. Please mention PAN.

15. Jurisdiction: The Courts within the jurisdiction of Bangalore shall have to deal with and decide any matter arising out of this contract.

16. Material Bank Guarantee: In case of major repair of the Equipment/Spare Part/Accessory etc., the successful Service Provider shall furnish Bank Guarantee towards the cost of Material to be taken out to Factory/Workshop for carrying out repairs. The BG is to be kept valid till the receipt and acceptance of the repaired unit.

17. Parallel Contract: Service Receiver reserves the right:

To enter into Parallel Contract simultaneously or at any time during the period of the Contract with one or more Service Providers.

To place adhoc Contract[s] simultaneously or at any time during the period of Contract with one or more Service Providers.

18. Payment Terms: Advance Payment if any, will not be considered. Only Pro-rata Payment Monthly/Quarterly/Half Yearly etc., will be considered after completion of service, supported by an Original Service Report and Invoice backed by a Certificate issued by Focal Point, LEOS and duly approved by Authorized Officer.

19. Please provide a copy of Establishment Registration Certificate issued by the Competent Authority.

20. Price: The Price mentioned for the AMSC shall be Firm and Fixed during the tenure of the Contract.

21. Provide BANK DETAILS, contract numbers and Mail ID.

22. PUBLICITY: No publicity of any kind whatsoever in case of PURCHASE ORDER shall be given by the Supplier without prior permission of the Purchaser.

23. Relocation/Shifting of Units/Systems/Equipments: LEOS reserves the right to relocate/shift the Units/Systems/Equipments as and when necessary.

24. Removal of Equipment to Service Providers Works: The Service Provider shall make best efforts to repair the Units/Systems/Equipments etc., covered under the Contract at the Service Receivers premises. However, in case any equipments covered under this Contract is required to be taken out to Service Providers premises for repair, the same shall be subject to furnishing of Material Bank Guarantee towards the cost of the Units/Systems/Equipments etc., to be taken out for repair.

25. Secrecy and Non-Disclosure Agreement: All the Drawings, Documents, Specifications, Formats, Equipments Data and Components issued by LEOS Satellite Centre, Bangalore in connection with the execution of the Contract shall be handled with utmost care and caution by the Service Provider and

shall remain the property of Service Receiver and shall not be passed on or sold or disclose to third parties for any exploitation, commercial or otherwise without the express written permission of Service Receiver.

The Service Provider shall indemnify LEOS Centre, Bangalore from infringement of patents and other copy rights to this effect. This is required in order to protect the interest of Service Receiver as far as the Services are concerned. No hard/Photostat copies will be retained by the Service Provider. The Secrecy and Non-Disclosure Agreement is to be executed by the Service Provider while accepting the Contract,

26. **SECRECYP:** The technical information, drawings, specification and other related documents, forming part of the CONTRACT, are the property of the Purchaser and shall not be used for any other purpose, except for execution of the CONTRACT. All rights, including rights in the event of grant of patent and registration of designs are reserved. The technical information, drawings, specifications, records and other documents shall not be copied, transcribed, traced or reproduced in any other form or otherwise in whole and/or duplicated, modified, divulged and/or disclosed to a third party nor misused in any other form whatsoever without Purchasers consent in writing except to the extent required for the execution of this CONTRACT. These technical informations, drawings, specification and other related documents shall be returned to the Purchaser with

27. **Security Deposit:** The Contractor shall execute Security Deposit for 3% of the value of the Purchase Order to ensure Satisfactory Performance of the Contract as per our specimen. The Security Deposit shall be executed within 20 days after Receipt of Purchase Order or any extension thereof. The Security Deposit is to be furnished in the form of Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee from Nationalized Bank/Scheduled Bank/International reputed Bank approved by RBI. The Security Deposit shall be executed on a Non-Judicial Stamp Paper of Rs. 200/- value. In case the Contractor fails to furnish the Security Deposit within 20 days or any extension thereof the Purchase Order shall be Cancelled or Terminated and appropriate penal action shall be initiated. Any breach of the Terms and Conditions of the PO including Delivery Period, Security Deposit shall be forfeited and PO shall be terminated and cancelled at the Contractor's risk, cost and liability. The Security Deposit will not carry any interest and will be returned after the completion of the Contract.

28. **Services:** Preventive Maintenance Services shall normally be carried out only on working days between 09.00 AM and 04.00 PM. However, the Service Provider shall attend Emergent calls outside office hours and/or even on Holidays and/or as and when required. It shall be the complete responsibility of the Service Provider to keep the Units/Systems/Equipments etc., covered under this Contract is sound and working condition during the tenure of the Contract.

29. **Spare Parts for Comprehensive AMSC:** The Service Provider shall be completely responsible to Supply the required genuine Spare Parts at his Cost covered under the Comprehensive AMSC.

The Travel Expenses, Boarding/Lodging for the Service Engineers shall be borne by the Service Provider only.

30. Subletting of Contract: The Contract shall not be Sublet, Transferred or assigned to any other Firm, Person, agencies, etc., without the prior written approval of Service Receiver. In case of violation of this Clause the Service Provider/Contractor shall be solely responsible for any Legal action besides Termination of the Contract.

31. Submission of Bills: Bills should be addressed to Accounts Officer, LEOS, 1st Cross , 1st Stage, Bengaluru-560 058, with a copy to Purchase & Stores Officer(Stores) for information.

32. Taxes: Please specify the correct percentage of Applicable, if any.

33. Termination and short closing of Contract: Under the normal circumstances, termination/ short closing of contract is not foreseen. However, LEOS reserves the right to Terminate the Contract in whole or in part by giving 30 Days prior notice in the following circumstances:-

- i. Due to repeated non-performance in the execution of P.O/Contract.
- ii. If the Contractor fails to deliver/render the services within the stipulated time schedule or any extension thereof, granted by the Purchaser.
- iii. If the Contractor is not in a position to either rectify the defects or offer the Stores conforming to the contracted Quality Standards.
- iv. If the Contractor is unable to rectify the defects or offer replacements in lieu of defective items.
- v. If the contractor fails to perform any other obligations under this P.O/Contract.
- vi. If the Contractor becomes bankrupt or otherwise insolvent.
- vii. Owing to deficiency of service, breach of Contract.
- viii. For inefficiency, indiscipline, irregularity, insincerity, indifference in work, disobedience, doubtful credentials/integrity, etc., at any point of time during the Contract period.
- ix. If the Contractor fails to Honor the whole or any part of PO/Contract including failure to deliver the Contracted Stores/Render services within the time stipulated in the PO/Contract.
- x. If the Contractor is found to have made any false or fraudulent declaration or statement to obtain the Contract or he is found to be indulging in unethical or unfair trade practices.
- xi. When both the parties agree mutually.
- xii. Any special circumstances, which must be recorded to justify the cancellation or termination of PO/Contract.
- xiii. Without assigning any reasons.

34. The Authority of person signing the Tender, if called for shall be produced.

35. The proposal is for entering into Non-Comprehensive Annual Maintenance Service

Contract/Comprehensive AMSC for a period of One/Two/Three years as the case may be besides attending to unlimited breakdown calls. The Contract is extendable for One more year upon mutual consent with the same Price, Terms and Conditions.

36. The Service Provider shall provide a copy of valid GST Certificate issued by the Competent Authority.

37. Validity of Offer: The offer should be valid for a minimum period of 180 days from the date of opening of the tender.

38. Warranty/Guarantee: Tenderer[s] are requested the Indicate Applicable Standard Warranty/Guarantee Period. All the replacements during the Warranty period shall be carried out by the successful Tenderer[s] Free of all Cost including To and Fro Freight Charges.

39. Performance Bank Guarantee: The Contractor shall execute Performance Bank Guarantee for 3% value of the Purchase Order for fulfilment of Warranty obligations. The PBG shall be executed through Account Payee Demand Draft/ Fixed Deposit receipts or Bank Guarantee issued by a Nationalized Bank/Schedule Bank/International reputed Bank approved by RBI. The PBG shall be executed on a Non-Judicial Stamp Paper of Rs. 200/- value. The Performance Bank Guarantee shall be executed as per our specimen. The Performance Bank Guarantee shall be executed before claiming payment. The PBG will not carry any interest and shall be returned after completion of all the Contractual obligations of the Contract with a 'NO CLAIM CERTIFICATE' issued by Contractor as per our Specimen enclosed. Adherence to this clause is compulsory or otherwise, the Tender will be rejected.

C. Bid Templates

C.1 Technical Bid - Comprehensive AMSC for computers and printers (2yrs)

1. Comprehensive AMC of Desktop PC:DELL-Optiplex 5250 All -In-One (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	DELL-Optiplex 5250 All -In-One - Intel core i7-7700 CPU@3.60 GHz/ 8 GB RAM / 1 TB HDD / Keyboard / Mouse	Yes / No / Explain		

2. Comprehensive AMC for Printers:HP Laserjet 5100 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet 5100	Yes / No / Explain		

3. Comprehensive AMC of Desktop PC:DELL-Optiplex 3060 (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	DELL-Optiplex 3060 - Intel core i5-8500@3.00GHz / 4/8/12 GB RAM / 500 GB HDD / Keyboard / Mouse / Monitor	Yes / No / Explain		

4. Comprehensive AMC of Desktop PC: Acer Veriton i7-4790 (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton - Intel core i7-4790 / 16 GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

5. Comprehensive AMC for Printers: HP Laserjet M254dw (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet M254dw	Yes / No / Explain		

6. Comprehensive AMC for Printers : HP ColorLaserjet pro M252n (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP ColorLaserjet pro M252n	Yes / No / Explain		

7. Comprehensive AMC for Printers: HP Laser MFP 138 fnw(for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laser MFP 138 fnw	Yes / No / Explain		

8. Comprehensive AMC of Desktop PC : DELL-Optiplex 9020 (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark

1	Model	DELL-Optiplex 9020 - Intel core i5-4590@3.30GHz / 4/6/8 GB RAM / 500 GB HDD // Keyboard / Mouse / Monitor	Yes / No / Explain		
---	-------	---	--------------------	--	--

9. Comprehensive AMC of Desktop PC: HP-406 G1 MT (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP-406 G1 MT - Intel core i5-4570@3.20GHz / 4GB RAM / 500 GB HDD / Keyboard / Mouse / Monitor	Yes / No / Explain		

10. Comprehensive AMC of Desktop PC: HP-280 G1 MT (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP-280 G1 MT - Intel core i7-8700 CPU@3.20 GHz / 8GB RAM / 500GB HDD / Keyboard / Mouse / Monitor	Yes / No / Explain		

11. Comprehensive AMC of Desktop PC: HP Pro 3090 MT (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Pro 3090 MT - Intel core 2 Duo CPU E7500@2.93 GHz / 3GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

12. Comprehensive AMC of Desktop PC: ACER Veriton (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	ACER Veriton - Intel core 2 Duo CPU E7500@2.93 GHz/ 2/4 GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

13. Comprehensive AMC of Desktop PC: ACER Power (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	ACER Power - Intel core 2 Duo CPU E7300@2.66 GHz / 2GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

14. Comprehensive AMC of Desktop PC: Acer Power (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Power - Intel Pentium D CPU @2.80GHz / 2GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

15. Comprehensive AMC of Desktop PC: Acer Veriton (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton- Intel Pentium 4 CPU @3.00 GHz; 1GB/4GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

16. Comprehensive AMC of Desktop PC: Acer veriton (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer veriton - Intel core i3-2120; 2GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

17. Comprehensive AMC of Desktop PC: Acer Veriton (for 2yrs)**Item specifications for Comprehensive AMC of Desktop PC**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton - Intel core i3-4170; 4GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

18. Comprehensive AMC of Desktop PC: Acer Veriton IC5619 (for 2yrs)**Item specifications for Comprehensive AMC of Desktop PC**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton IC5619 - Intel core i5-2320; 2GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

19. Comprehensive AMC of Desktop PC: Acer veriton (for 2yrs)**Item specifications for Comprehensive AMC of Desktop PC**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer veriton - Intel core i3 CPU 550@3.20 GHz; 2GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

20. Comprehensive AMC of Desktop PC: Acer Veriton-IC 5721 (for 2yrs)**Item specifications for Comprehensive AMC of Desktop PC**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton-IC 5721 - Intel core i5-3340@3.10 GHz / 2GB/4GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

21. Comprehensive AMC of Desktop PC:Acer Veriton (for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton - Intel core i7-11700@2.50GHz / Keyboard / Mouse / Monitor	Yes / No / Explain		

22. Comprehensive AMC of Desktop PC: Acer Veriton i7-4770(for 2yrs)

Item specifications for Comprehensive AMC of Desktop PC

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	Acer Veriton - Intel core i7-4770/ 4 GB RAM / Keyboard / Mouse / Monitor	Yes / No / Explain		

23. Comprehensive AMC for Printers: HP Laserjet Pro 200 color M251n

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet Pro 200 color M251n	Yes / No / Explain		

24. Comprehensive AMC for Printers: HP Laserjet M202dw (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark

1	Model	HP Laserjet M202dw	Yes / No / Explain		
---	-------	--------------------	--------------------	--	--

25. Comprehensive AMC for Printers: HP Laserjet CP1525n (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet CP1525n	Yes / No / Explain		

26. Comprehensive AMC for Printers: HP ColorLaserjet CP1515n (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP ColorLaserjet CP1515n	Yes / No / Explain		

27. Comprehensive AMC for Printers: HP Laserjet P1007 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1007	Yes / No / Explain		

28. Comprehensive AMC for Printers: HP Laserjet 1010 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet 1010	Yes / No / Explain		

29. Comprehensive AMC for Printers: HP Laserjet P1107 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1107	Yes / No / Explain		

30. Comprehensive AMC for Printers: HP Laserjet P1020 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1020	Yes / No / Explain		

31. Comprehensive AMC for Printers: HP Laserjet P1606dn (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1606dn	Yes / No / Explain		

32. Comprehensive AMC for Printers: HP Laserjet P1108 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1108	Yes / No / Explain		

33. Comprehensive AMC for Printers: HP Laserjet P1022 (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P1022	Yes / No / Explain		

34. Comprehensive AMC for Printers: HP Laserjet P2015dn (for 2yrs)

Item specifications for Comprehensive AMC for Printers

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet P2015dn	Yes / No / Explain		

35. Comprehensive AMC for Printers: HP Business Inkjet 1000 (for 2yrs)**Item specifications for Comprehensive AMC for Printers**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Business Inkjet 1000	Yes / No / Explain		

36. Comprehensive AMC for Printers: HP Deskjet Ink Advantage 5525 (for 2yrs)**Item specifications for Comprehensive AMC for Printers**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Deskjet Ink Advantage 5525	Yes / No / Explain		

37. Comprehensive AMC for Printers: HP Deskjet F380(for 2yrs)**Item specifications for Comprehensive AMC for Printers**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Deskjet F380	Yes / No / Explain		

38. Comprehensive AMC for Printers: HP Laserjet 1536dnf MFP (for 2yrs)**Item specifications for Comprehensive AMC for Printers**

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Model	HP Laserjet 1536dnf MFP	Yes / No / Explain		

Common Specifications (Applicable for all items)

SI No	Specification	Value	Compliance	Offered Specification	Remark
1	Scope of work	<p>The nature of Annual maintenance service is COMPREHENSIVE. Scope of work should include:</p> <ul style="list-style-type: none">•Problem identification and rectification of any issues related to computers and printers. Details of the systems are mentioned in tech. specifications.•Preventive maintenance of computers and printers on quarterly basis.•Unlimited breakdown calls.•Replacement/repair of hardware parts, if required, without extra cost.	Yes / No / Explain		

2	Terms and conditions	<p>a) Vendor is responsible to keep the computers and printers in sound working condition during the tenure of the contract.</p> <p>b) Vendor should attend and rectify issues within 24 to 48 hours of reporting the issue. Critical issues have to be attended immediately (even on weekends/holidays). Any major issues like hard disk crash, motherboard issue, etc. has to be addressed in not more than 3 working days.</p> <p>c) If a defective PC/printer is not rectified within 3 working days, vendor should provide a standby equipment till such machines are rectified.</p> <p>d) Vendor has to depute THREE well trained, service engineers as onsite, resident engineers (Min. diploma with 1st class) on all working days from 8:30am to 5:00pm to attend all problems related to computers and printers under AMSC.</p> <p>e) Vendor should maintain a register at LEOS for all complaints/services attended as well as for recording attendance of resident engineers, material movement, material replacement, preventive maintenance, etc. Same record shall be submitted to LEOS engineer, as and when required.</p> <p>f) If the resident engineer is on leave for more than 2 consecutive working days, vendor has to depute alternate</p>	Yes / No / Explain		
---	----------------------	--	--------------------	--	--

engineer with the same qualification and skills so that service will not get affected.

g) Vendor has to maintain minimum set of items/spares onsite under the custody of resident technicians for immediate rectification.

h) Four (04) quarterly preventive maintenance services have to be provided by the vendor per year.

i) Vendor shall provide preventive maintenance service during working hours from 8:30am to 5:00 pm (Monday to Saturday).

j) After successful completion of quarterly AMSC, contractor has to submit the service report in original to Stores officer, LEOS.

k) Rate quoted will remain fixed and valid during the tenure of the contract.

l) AMSC charges should cover both spares and labour charges.

m) Vendor company should be Registered in India, with about minimum three (03) years of experience in the area of computer/printer maintenance with companies including Government organizations.

n) Technical Personnel, duly qualified and on the rolls of vendor company only should carry out the work involved at LEOS. This work should not be assigned or sublet to other entities.

3	Replacement of parts	In case of replacement of any disks or other hardware parts, vendor has to supply, replace part without extra cost. Only genuine spare parts have to be supplied by the vendor for replacement. Hard disks that were found defective/faulty/non-functional shall be property of LEOS and not be issued to vendor even after replacement with new part.	Yes / No / Explain		
4	Payment Terms	Payment will be made quarterly within 30 days after successful completion of quarterly AMSC service and submission of bill/invoice original (supported by service report) cleared by contract manager and countersigned by head of department. Original invoice has to be submitted to accounts department, LEOS. Payment shall be cleared only when all due complaints are addressed and on certification by concerned LEOS engineer.	Yes / No / Explain		
5	Local Presence	Vendor should have local presence in Bangalore. Proof of same to be attached.	Yes / No / Explain		

Supporting Documents required from Vendor

1. Proof of Local Presence

2. Proof that vendor is registered in India, with min. 3 yrs experience in computer and printer maintenance, including government organizations

5 additional documents can be uploaded by the vendor

C.2 Commercial Terms / Bid

Sl. No.	Description	Compliance	Vendor Terms
1	Please provide a copy of Establishment Registration Certificate issued by the Competent Authority.	Yes / No / Explain	
2	The Service Provider shall provide a copy of valid GST Registration Certificate issued by the Competent Authority.	Yes / No / Explain	
3	Price: The Price mentioned for the AMSC shall be Firm and Fixed during the tenure of the Contract.	Yes / No / Explain	
4	The proposal is for entering into Non-Comprehensive Annual Maintenance Service Contract/Comprehensive AMSC for a period of One/Two/Three years as the case may be besides attending to unlimited breakdown calls. The Contract is extendable for One more year upon mutual consent with the same Terms and Conditions.	Yes / No / Explain	
5	Security Deposit: The Contractor shall execute Security Deposit for 3% of the value of the Purchase Order to ensure Satisfactory Performance of the Contract as per our specimen. The Security Deposit shall be executed within 20 days after Receipt of Purchase Order or any extension thereof. The Security Deposit is to be furnished in the form of Account Payee Demand Draft or Fixed Deposit Receipt or Bank Guarantee from Nationalized Bank/Scheduled Bank/International reputed Bank approved by RBI. The Security Deposit shall be executed on a Non-Judicial Stamp Paper of Rs. 200/- value. In case the Contractor fails to furnish the Security Deposit within 20 days or any extension thereof the Purchase Order shall be Cancelled or Terminated and appropriate penal action shall be initiated. Any breach of the Terms and Conditions of the PO including Delivery Period, Security Deposit shall be forfeited and PO shall be terminated and cancelled at the Contractors risk, cost and liability. The Security Deposit will not carry any interest and will be returned after the completion of the Contract.	Yes / No / Explain	

6	Material Bank Guarantee: In case of major repair of the Equipment/Spare Part/Accessory etc., the successful Service Provider shall furnish Bank Guarantee towards the cost of Material to be taken out to Factory/Workshop for carrying out repairs. The BG is to be kept valid till the receipt and acceptance of the repaired unit.	Yes / No / Explain	
7	Spare Parts for Non-Comprehensive AMSC: The service provider shall be completely responsible to supply the required genuine spare parts at his cost covered under the comprehensive AMSC. The travel expenses,boarding/lodging for the service engineers shall be borne by the service provider only.	Yes / No / Explain	
8	Spare Parts for Comprehensive AMSC: The Service Provider shall be completely responsible to Supply the required genuine Spare Parts at his Cost covered under the Comprehensive AMSC. The Travel Expenses, Boarding/Lodging for the Service Engineers shall be borne by the Service Provider only.	Yes / No / Explain	
9	Payment Terms: Advance Payment if any, will not be considered. Only Pro-rata Payment Monthly/Quarterly/Half Yearly etc., will be considered after completion of service supported by an Original Service Report and Invoice backed by a Certificate issued by Focal Point, LEOS and duly approved by Authorized Officer.	Yes / No / Explain	
10	Submission of Bills: Bills should be addressed to Accounts Officer, LEOS, 1st Cross , 1st Stage, Bengaluru-560 058.	Yes / No / Explain	
11	Taxes: Please specify the correct percentage of Applicable Taxes if any.	Yes / No / Explain	
12	Down-Time Compensation: In case, If the Break-Down calls are not attend within 08 Hours of lodging the complaint, Down-Time Compensation @ 0.5% of the Service Charges applicable to the particular Unit/System/Equipment etc., per day shall be recovered from the Service Provider.	Yes / No / Explain	

13	Income Tax: Income Tax will be deducted at source as may be applicable and Accounts Officer, LEOS will issue necessary I.T Certificate. Please mention PAN.	Yes / No / Explain	
14	<p>Termination and short closing of Contract: Under the normal circumstances, termination/ short closing of contract is not foreseen. However, LEOS reserves the right to Terminate the Contract in whole or in part by giving 30 Days prior notice in the following circumstances:-</p> <p>i. Due to repeated non-performance in the execution of P.O/Contract.</p> <p>ii. If the Contractor fails to deliver/render the services within the stipulated time schedule or any extension thereof, granted by the Purchaser.</p> <p>iii. If the Contractor is not in a position to either rectify the defects or offer the Stores conforming to the contracted Quality Standards.</p> <p>iv. If the Contractor is unable to rectify the defects or offer replacements in lieu of defective items.</p> <p>v. If the contractor fails to perform any other obligations under this P.O/Contract.</p> <p>vi. If the Contractor becomes bankrupt or otherwise insolvent.</p> <p>vii. Owing to deficiency of service, breach of Contract.</p> <p>viii. For inefficiency, indiscipline, irregularity, insincerity, indifference in work, disobedience, doubtful credentials/integrity, etc., at any point of time during the Contract period.</p> <p>ix. If the Contractor fails to Honor the whole or any part of PO/Contract including failure to deliver the Contracted Stores/Render services within the time stipulated in the PO/Contract.</p> <p>x. If the Contractor is found to have made any false or fraudulent declaration or statement to obtain the Contract or he is found to be indulging in unethical or unfair trade practices.</p> <p>xi. When both the parties agree mutually.</p> <p>xii. Any special circumstances, which must be recorded to justify the cancellation or termination of PO/Contract.</p> <p>xiii. Without assigning any reasons.</p>	Yes / No / Explain	

15	<p>Services: Preventive Maintenance Services shall normally be carried out only on working days between 09.00 AM and 04.00 PM. However, the Service Provider shall attend Emergent calls outside office hours and/or even on Holidays and/or as and when required. It shall be the complete responsibility of the Service Provider to keep the Units/Systems/Equipments etc., covered under this Contract is sound and working condition during the tenure of the Contract.</p>	Yes / No / Explain	
16	<p>Removal of Equipment to Service Providers Works: The Service Provider shall make best efforts to repair the Units/Systems/Equipments etc., covered under the Contract at the Service Receivers premises. However, in case any equipments covered under this Contract is required to be taken out to Service Providers premises for repair, the same shall be subject to furnishing of Material Bank Guarantee towards the cost of the Units/Systems/Equipments etc., to be taken out for repair.</p>	Yes / No / Explain	
17	<p>Extension of Contract: In case the Preventive Maintenance Service could not be carried out within the specific block period by the Service Provider for reasons beyond their control, the Service Receiver shall have an option to extend the period of Contract proportionately.</p>	Yes / No / Explain	
18	<p>Subletting of Contract: The Contract shall not be Sublet, Transferred or assigned to any other Firm, Person, agencies, etc., without the prior written approval of Service Receiver. In case of violation of this Clause the Service Provider/Contractor shall be solely responsible for any Legal action besides Termination of the Contract.</p>	Yes / No / Explain	

19	<p>Compensation for Damages caused for Persons Goods, Property: The Service Provider shall indemnify and hold harmless, Service Receiver and/or any Officer, Employees or assignee thereof, against any loss, damage or expense resulting from damage to property or personnel injury arising out of willful misconduct or gross negligence of the Service Provider or their personnel in the execution of the work under this Contract. The Service Provider shall, at its expense defend any suit or proceedings brought against Service Receiver on account thereof, and shall satisfy all judgments and pay all expenses, which may be incurred by or rendered against them, or any of them in connection therewith.</p> <p>Service Receiver shall not be responsible for any damages, loss, claims, financial and other injury for any workforce in course of their performance of their duties or for payment towards any compensation.</p>	Yes / No / Explain	
20	<p>Antecedent Verification: The personnel deployed to Service Receiver premises for carrying out AMSC, Antecedent / Police Verification shall be got done by the successful Service Provider if necessary and such records will have to be produced to Service Receiver on demand.</p>	Yes / No / Explain	
21	<p>Parallel Contract: Service Receiver reserves the right: To enter into Parallel Contract simultaneously or at any time during the period of the Contract with one or more Service Providers. To place adhoc Contract[s] simultaneously or at any time during the period of Contract with one or more Service Providers</p>	Yes / No / Explain	
22	<p>Applicable Law: The Contract shall be Interpreted, Construed and Governed by Laws of India.</p>	Yes / No / Explain	
23	<p>Jurisdiction: The Courts within the jurisdiction of Bangalore shall have to deal with and decide any matter arising out of this contract.</p>	Yes / No / Explain	

24	<p>Secrecy and Non-Disclosure Agreement: All the Drawings, Documents, Specifications, Formats, Equipments Data and Components issued by LEOS Satellite Centre, Bangalore in connection with the execution of the Contract shall be handled with utmost care and caution by the Service Provider and shall remain the property of Service Receiver and shall not be passed on or sold or disclose to third parties for any exploitation, commercial or otherwise without the express written permission of Service Receiver.</p> <p>The Service Provider shall indemnify LEOS Centre, Bangalore from infringement of patents and other copy rights to this effect. This is required in order to protect the interest of Service Receiver as far as the Services are concerned. No hard/Photostat copies will be retained by the Service Provider. The Secrecy and Non-Disclosure Agreement is to be executed by the Service Provider while accepting the Contract,</p>	Yes / No / Explain	
25	<p>Arbitration: In the event of any dispute or difference relating to the interpretation and application of the contract/work order, such dispute or difference shall be settled amicably by mutual consultations or through the good offices of the respective parties. If such resolution is not possible then the unresolved dispute or difference shall be referred to the Sole Arbitrator in accordance with the Rules and Procedures of the Arbitration and Conciliation Act 1996 or any modification thereof. The decision of the Arbitrator shall be final and binding on the parties. The expenses for the Arbitration shall be paid as may be determined by the Arbitrator.</p>	Yes / No / Explain	
26	<p>Deletion/addition of Units/Systems/Equipments: LEOS reserves the right to delete any Units/Systems/Equipments from the Contract.</p>	Yes / No / Explain	
27	<p>Relocation/Shifting of Units/Systems/Equipments: LEOS reserves the right to relocate/shift the Units/Systems/Equipments as and when necessary.</p>	Yes / No / Explain	

28	Change in the Name and Address of Supplier: In the event of Change in Name and Address of Supplier, Documentary Proof issued by the appropriate Government Authorities shall be produced for such change.	Yes / No / Explain	
29	Implementation of Government Purchase and Price Preference Policy for MSEs: In order to avail of the benefits extended by Government of India to the Micro and Small Enterprises [MSEs], please submit attested copy of the valid Entrepreneur Memorandum Part-II signed by General Manager, District Industries Center or National Small Industries Corporation [NSIC] Registration Certificate along with your offer. The facilities/ benefits will be extended as per orders issued by Ministry of MSME, Government of India, New Delhi or any instructions issued from time to time. The successful MSEs shall execute mandatorily Security Deposit for 10% of the Contract value towards satisfactory execution of the Contract.	Yes / No / Explain	
30	<p>For e-Procurement Tenders: The Service Provider[s] may log in to https://eprocure.isro.gov.in and submit the Offers through Online only. Manual/Postal Courier/Email/Fax Offers will not be considered. Further, it may be noted that no Manual Tender document will be issued by LEOS in the case of Public Tender.</p> <p>No Tender Fee shall be payable for submission of Tender through e-procurement.</p> <p>The Service Provider[s] have to provide Open Authorization as per Tender Schedule defined. The Open Authorization will not be extended under any circumstances. In case Open Authorization as per Tender Schedule is not provided, such Offers will not be considered and it will be treated as invalid.</p>	Yes / No / Explain	
31	Validity of Offer: The offer should be valid for a minimum period of 120 days from the date of opening of the tender.	Yes / No / Explain	

32	All amounts shall be indicated both in words as well as in figures. Where there is difference between amount quoted in words and figures, the amount quoted in words shall prevail over the amount mentioned in figures.	Yes / No / Explain	
33	The Authority of person signing the Tender, if called for shall be produced.	Yes / No / Explain	
34	Conditional Discounts/Offeres will not be considered.	Yes / No / Explain	
35	SECURITY: The technical information, drawings, specification and other related documents, forming part of the CONTRACT, are the property of the Purchaser and shall not be used for any other purpose, except for execution of the CONTRACT. All rights, including rights in the event of grant of patent and registration of designs are reserved. The technical information, drawings, specifications, records and other documents shall not be copied, transcribed, traced or reproduced in any other form or otherwise in whole and/or duplicated, modified, divulged and/or disclosed to a third party nor misused in any other form whatsoever without Purchasers consent in writing except to the extent required for the execution of this CONTRACT. These technical informations, drawings, specification and other related documents shall be returned to the Purchaser with	Yes / No / Explain	
36	PUBLICITY: No publicity of any kind whatsoever in case of PURCHASE ORDER shall be given by the Supplier without prior permission of the Purchaser.	Yes / No / Explain	
37	Provide BANK DETAILS, contact numbers and Mail ID.	Yes / No / Explain	
38	Spare list shall be submitted along with the offers and the rate should be valid during the AMSC period	Yes / No / Explain	
39	Warranty/Guarantee: Tenderer[s] are requested the Indicate Applicable Standard Warranty/Guarantee Period. All the replacements during the Warranty period shall be carried out by the successful Tenderer[s] Free of all Cost including To and Fro Freight Charges.	Yes / No / Explain	

40	<p>Performance Bank Guarantee: The Contractor shall execute Performance Bank Guarantee for 3% value of the Purchase Order for fulfillment of Warranty obligations. The PBG shall be executed through Account Payee Demand Draft/ Fixed Deposit receipts or Bank Guarantee issued by a Nationalized Bank/Schedule Bank/International reputed Bank approved by RBI. The PBG shall be executed on a Non-Judicial Stamp Paper of Rs. 200/- value. The Performance Bank Guarantee shall be executed as per our specimen. The Performance Bank Guarantee shall be executed before claiming payment. The PBG will not carry any interest and shall be returned after completion of all the Contractual obligations of the Contract with a NO CLAIM CERTIFICATE issued by Contractor as per our Specimen enclosed. Adherence to this clause is compulsory or otherwise, the Tender will be rejected.</p>	Yes / No / Explain	
----	--	--------------------	--

C.3 Price Bid

Sl. No.	Item	Quantity	Unit Price	Currency	Total Price	Remark
1	Comprehensive AMC of Desktop PC:DELL-Optiplex 5250 All -In-One (for 2yrs)	80.00 Nos.		-		
2	Comprehensive AMC for Printers:HP Laserjet 5100 (for 2yrs)	1.00 Nos.		-		
3	Comprehensive AMC of Desktop PC:DELL-Optiplex 3060 (for 2yrs)	15.00 Nos.		-		
4	Comprehensive AMC of Desktop PC: Acer Veriton i7-4790 (for 2yrs)	1.00 Nos.		-		

5	Comprehensive AMC for Printers: HP Laserjet M254dw (for 2yrs)	8.00 Nos.		-		
6	Comprehensive AMC for Printers : HP ColorLaserjet pro M252n (for 2yrs)	1.00 Nos.		-		
7	Comprehensive AMC for Printers: HP Laser MFP 138 fnw(for 2yrs)	1.00 Nos.		-		
8	Comprehensive AMC of Desktop PC : DELL- Optiplex 9020 (for 2yrs)	36.00 Nos.		-		
9	Comprehensive AMC of Desktop PC: HP-406 G1 MT (for 2yrs)	30.00 Nos.		-		
10	Comprehensive AMC of Desktop PC: HP-280 G1 MT (for 2yrs)	65.00 Nos.		-		
11	Comprehensive AMC of Desktop PC: HP Pro 3090 MT (for 2yrs)	1.00 Nos.		-		
12	Comprehensive AMC of Desktop PC: ACER Veriton (for 2yrs)	33.00 Nos.		-		
13	Comprehensive AMC of Desktop PC: ACER Power (for 2yrs)	10.00 Nos.		-		
14	Comprehensive AMC of Desktop PC: Acer Power (for 2yrs)	6.00 Nos.		-		

15	Comprehensive AMC of Desktop PC: Acer Veriton (for 2yrs)	5.00 Nos.		-		
16	Comprehensive AMC of Desktop PC: Acer veriton (for 2yrs)	26.00 Nos.		-		
17	Comprehensive AMC of Desktop PC: Acer Veriton (for 2yrs)	1.00 Nos.		-		
18	Comprehensive AMC of Desktop PC: Acer Veriton IC5619 (for 2yrs)	21.00 Nos.		-		
19	Comprehensive AMC of Desktop PC: Acer veriton (for 2yrs)	23.00 Nos.		-		
20	Comprehensive AMC of Desktop PC: Acer Veriton-IC 5721 (for 2yrs)	28.00 Nos.		-		
21	Comprehensive AMC of Desktop PC:Acer Veriton (for 2yrs)	3.00 Nos.		-		
22	Comprehensive AMC of Desktop PC: Acer Veriton i7-4770(for 2yrs)	1.00 Nos.		-		
23	Comprehensive AMC for Printers: HP Laserjet Pro 200 color M251n	2.00 Nos.		-		
24	Comprehensive AMC for Printers: HP Laserjet M202dw (for 2yrs)	20.00 Nos.		-		

25	Comprehensive AMC for Printers: HP Laserjet CP1525n (for 2yrs)	25.00 Nos.		-		
26	Comprehensive AMC for Printers: HP ColorLaserjet CP1515n (for 2yrs)	7.00 Nos.		-		
27	Comprehensive AMC for Printers: HP Laserjet P1007 (for 2yrs)	27.00 Nos.		-		
28	Comprehensive AMC for Printers: HP Laserjet 1010 (for 2yrs)	4.00 Nos.		-		
29	Comprehensive AMC for Printers: HP Laserjet P1107 (for 2yrs)	1.00 Nos.		-		
30	Comprehensive AMC for Printers: HP Laserjet P1020 (for 2yrs)	4.00 Nos.		-		
31	Comprehensive AMC for Printers: HP Laserjet P1606dn (for 2yrs)	19.00 Nos.		-		
32	Comprehensive AMC for Printers: HP Laserjet P1108 (for 2yrs)	19.00 Nos.		-		
33	Comprehensive AMC for Printers: HP Laserjet P1022 (for 2yrs)	9.00 Nos.		-		
34	Comprehensive AMC for Printers: HP Laserjet P2015dn (for 2yrs)	4.00 Nos.		-		

35	Comprehensive AMC for Printers: HP Business Inkjet 1000 (for 2yrs)	1.00 Nos.					
36	Comprehensive AMC for Printers: HP Deskjet Ink Advantage 5525 (for 2yrs)	2.00 Nos.					
37	Comprehensive AMC for Printers: HP Deskjet F380(for 2yrs)	1.00 Nos.					
38	Comprehensive AMC for Printers: HP Laserjet 1536dnf MFP (for 2yrs)	2.00 Nos.					