



GOVERNMENT OF INDIA
PETROLEUM AND EXPLOSIVES SAFETY ORGANISATION
(Formerly Department of Explosives)
A-1/A-2 Wing, 5th Floor, CGO Complex, C.B.D. Belapur, Navi Mumbai -
400416, Maharashtra.

TENDER FORM

FOR

COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF

Systems Integrators for LAN/WAN along with Computer Hardware and
Equipments
at the O/o The Joint Chief Controller of Explosives, A-1/A-2 Wing, 5th
Floor, CGO Complex, C.B.D. Belapur, Navi Mumbai - 400416,
Maharashtra.

NOTICE INVITING TENDER

Tenders are invited for Comprehensive Annual Maintenance of the following * in the O/o The Joint Chief Controller of Explosives, A-1/A-2 Wing, 5th Floor, CGO Complex, C.B.D. Belapur, Navi Mumbai - 400416, Maharashtra for the **Financial Year 2018-19**.

*** Computer Hardware & Equipments namely PCs, Laptops, Printers, LCD Projectors, Scanners, UPSs, LAN accessories etc**

- 1) WAN items like Cisco Routers, etc and upkeep and liaisoning with MTNL & Other agencies of 2 numbers of MTNL Leased Lines connecting MTNL to the O/o The Joint Chief Controller of Explosives, A-1/A-2 Wing, 5th Floor, CGO Complex, C.B.D. Belapur, Navi Mumbai - 400416, Maharashtra.
- 2) System Integrators for WAN/LAN with experience in Computer Hardware maintenance

Important dates		
Sr No	Particulars	Date and time
1	Document Download Start Date	At 2 PM on 16-Feb-2018 (Fri)
2	Bid Submission Start Date (Only Manually to the Jt.C.C.E. Navi Mumbai) .	At 2 PM on 19-Feb-2018 (Mon)
3	Bid Submission Closing Date	Up to 3.00 PM on 09-March-2018 (Fri)
4	Bid Opening Date	At 3.00 PM on 12-March-2018 (Mon)

Tenders without Tender Fee & EMD shall be rejected.

Note: - Any updates, Corrigendum, etc. against the above tender shall be published on the office site. Those shall not be published in any other newspaper or media.

Joint Chief Controller of Explosives

TENDER FORM

Tenders should be submitted in TWO COVER SYSTEM as detailed below.

COVER - 1	Tender Fee & EMD	(i) Tender Fee of Rs.200/- in the form of Demand Draft.
		(ii) Earnest Money Deposit (EMD) in the form of Demand Draft.
	Technical Bid	(i) All required documents as per TECHNICAL BID DOCUMENTS.
		(ii) Acceptance letter to the Scope of Work and all Terms & Conditions mentioned in the Tender Form in a prescribed format as given below *
COVER - 2	Financial Bid	To be submitted in sealed envelope.

** all the above documents duly signed are required to be submitted.*

Definitions:-

1. **THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI**: The Office of the Joint Chief Controller of Explosives, Petroleum and Explosives Safety Organisation A-1/A-2 Wing, 5th Floor, CGO Complex, C.B.D. Belapur, Navi Mumbai - 400416, Maharashtra.
2. **Service Provider**: The successful (L-1) bidder to whom this Tender/Contract will be awarded.
3. **CPP Portal**:- Central Public Procurement Portal of the Government of India whose URL is <https://eprocure.gov.in/cppp/>
4. **Computer Hardware**:- All the items covered under this Annual Maintenance Contract such as Computers, Laptops, Printers, Scanners, Photocopiers, UPSs, Routers, Firewall, Modems, Switches etc. (Refer Annexure-IV,V and the BoQ document.)
5. **Response time**: Response time is the time taken by the Service Provider to attend the call after the logging/registration of the call.
6. **Resolution time**: Resolution time is the time taken by the Service provider to resolve the issue / repair/replace and put back the malfunctioning hardware in service. Resolution time will be calculated from the Call Registration Date/time stamp.

(A) COVER-1: TENDER FEE AND EMD

1. Tender Fee (Non-refundable) of Rs.200/- & EMD of Rs.10000/- should be submitted offline in physical form of Demand Draft of any Nationalized/Scheduled Banks, drawn in favour of **Joint Chief Controller of Explosives** payable at **Navi Mumbai**. These should reach this office on or before Up to 3.00 PM on 09-March-2018 by Post/Courier/by-hand in a sealed envelope clearly super-scribing on it "**TENDER FEE & EMD due for opening at 3PM on 12-March-2018**". This Organisation will not be responsible for any postal/transit delay.
2. Tender fee & EMD, as above, should be submitted in *separate* Demand Drafts.

(B) COVER-1: TECHNICAL BID DOCUMENTS

Bidder is required to fulfill all the below criterion with documentary evidence shall be submitted to the O/o. Joint Chief Controller of Explosives, Navi Mumbai. **If any of the below criterion is not supported with documentary evidence, that shall make the bidder disqualified in Technical Bid and in such case its Financial/Price Bid will not be opened.**

Sr no	Particulars
1	<u>Name of the Company/Firm & Address:-</u> Legal Company/firm name, Complete Postal Address, Phone number, Fax number , Email address and an Authorised Person's contact details (Name, mobile no. , email ID) should be uploaded on a company letter head.
2	<u>Tender Form Fee & EMD:-</u> Tender Fee (Non-refundable) of Rs.200/- & EMD of Rs.10000/- should be submitted <u>offline</u> in physical form of Demand Draft of any Nationalized/Scheduled Banks, drawn in favour of Joint Chief Controller of Explosives payable at Navi Mumbai .
3	<u>Registration Certificate:-</u> Any of the following should be uploaded. <ol style="list-style-type: none">1. Certificate of Incorporation, Memorandum and Article of Association from Registrar of Companies, in case of Limited / Private Limited Company Or2. Byelaws and Certificates of Registration in case of registered Co-operative Societies Or3. Copy of Certificate of Registration issued by the Registrar of Firms/Limited Liability Partnerships and Registered/Notarial Partnership Deed, in case of Partnership Firm.

4	<p><u>Experience / Order Copies:-</u></p> <p>The bidder should have been carrying out SYSTEMS INTEGRATION for WAN, Maintenance of Computer Hardware/LAN and related services in India for at least past three years. Upload the Work Order/Award of Contract copies from at least 5 customers of WAN and Computer Hardware maintenance along with Names, addresses and telephone numbers of the firms awarding such contracts.</p>
5	<p><u>Turnover:-</u></p> <p>The bidder's turnover within India should at least be Rs.25 Lakhs, during the financial year 2016-2017 & 2017-2018. A copy of turnover certificate issued by the Chartered Accountant (CA) or audited balance sheet for last 2 years certified by CA shall be submitted in a sealed envelope.</p>
6	<p><u>ISO Certificate:-</u></p> <p>The bidder should be holding ISO 9001 certification for the service of maintenance of Computer Hardware, WAN and allied services. A copy of the same shall be submitted.</p>
7	<p><u>Feedback Certificates:-</u></p> <p>Bidder shall submit Feedback Certificates from at least 5 customers of WAN and Computer Hardware maintenance. Adverse comments in Feedback Certificate will be treated as disqualification. Firms whose contract for maintenance of Computer Hardware and WAN has been terminated by THE CHIEF CONTROLLER OF EXPLOSIVES, during last 5 years are not qualified to apply.</p>
9	<p><u>GST registration:-</u></p> <p>GST registration certificate/document shall be submitted.</p>
10	<p><u>PAN details:-</u></p> <p>Copy of the PAN Card shall be submitted.</p>
11	<p><u>Bank Account Detail:-</u></p> <p>Complete Bank Account Details for making electronic payment by RTGS/NEFT/PFMS like Bank account number, address, IFSC/MICR code of the bank. THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI will make payment electronically in this bank account.</p>
12	<p><u>Acceptance letter:-</u></p> <p>Acceptance Letter To All Terms & Conditions of this Tender Form should be submitted in the prescribed proforma given below under section (C) of COVER-1 on company letter head.</p>

In case there are less than 3 bidders qualifying above technical criterion, Tender Committee may relax the criterion to promote competition and receive better services at its discretion.

(C) COVER-1: Acceptance Letter To All Terms & Conditions of this Tender Form

To be given on Company Letterhead

Date:-

To,

The Joint Chief Controller of Explosives

Petroleum & Explosives Safety Organisation,

A-1, A-2 Wing, 5th Floor, CGO Complex,

CBD Belapur, Navi Mumbai - 400416, Maharashtra.

Sub: *Acceptance to all the Terms & Conditions of the tender No. G-17(9)2017-18/AMC dated _____2018.*

Name of Tender/Work :- COMPREHENSIVE ANNUAL MAINTENANCE CONTRACT OF Systems Integrators for WAN/LAN along with Computer Hardware and Equipments at the O/o The Joint Chief Controller of Explosives, Navi Mumbai Mumbai.

Dear Sir,

- 1. I/We have downloaded/obtained the tender document(s) for the above mentioned Tender from the web site _____ as per your advertisement.*
- 2. I/We hereby certify that I/We have read entire terms and conditions of the tender documents including all documents annexed to the Tender.*
- 3. The corrigendum(s) issued from time to time by your department/organization too have also been taken into consideration, while submitting the acceptance letter.*
- 4. I/We hereby unconditionally accept all the tender conditions of above mentioned tender document (s)/corrigendum (s) in its totality/entirely.*
- 5. I/We hereby vouch for authenticity and genuineness of all the documents uploaded by us on the Central Public Procurement Portal (<https://eprocure.gov.in/eprocure/app>) in order to participate in subject Tender.*

In case any terms of the tender are found violated, The Joint Chief Controller of Explosives, Navi Mumbai Mumbai shall be at liberty to reject this tender/bid including the forfeiture of the full Earnest Money Deposit.

Yours Faithfully,

(Signature of the Bidder, with Official Seal)

(D) COVER-1: SCOPE OF WORK, DESCRIPTION AND TENDER TERMS

(a) Scope of Work:

Type of Contract: Yearly contract of Comprehensive Maintenance of Computer Hardware & WAN and up keeping of leased lines of *The Joint Chief Controller of Explosives, Navi Mumbai* for the period from 01-Apr-2018 to 31-Mar-2019. Detailed Scope is given under section ***Description of Work*** in this tender form.

a) Configurations:

1. The Routers, Firewall, Modems shall be configured with other end Router (Any Make, Model, Protocol) and Modem to make the leased line link up and running, as and when required. Most of remote routers are of Cisco make.
2. The configuration changes for new leased line links, up-gradation, data security, etc. if required in future.
3. Configuration of ISDN lines with existing Routers, as a fallback arrangement, if required.
4. Configuration of any other Computer Hardware as per requirement.

c) Type of Support:

Up keeping of all the Computer Hardware as per Annexures in the Office of *The Joint Chief Controller of Explosives, Navi Mumbai Mumbai*.

Up keeping both the leased lines, with follow up at both ends of BSNL/MTNL offices/exchanges. This is required since the connectivity with Central Servers are over these links.

1. Attending software related issues for items under warranty also.
2. Follow-up with BSNL/MTNL offices/exchanges for up keeping of these leased lines at both sides.
3. Testing of leased lines for errors if any and providing solution for the same.
4. Complaint booking and follow-up for faulty leased line at both ends with respective BSNL/MTNL Authorities.
5. Training of Organisation Officials on functioning of communication hardware and leased lines, if required.
6. Providing one Resident Engineer at O/o.*The Joint Chief Controller of Explosives, Navi Mumbai*. He should look after day-to-day Computer Hardware maintenance/troubleshooting and another should look after the 2 nos. of leased lines connectivity.
7. Resident Engineer at Navi Mumbai shall be provided with a dedicated Cell phone, by the *Service provider* to monitor all leased lines as per Annexure-I and the ISDN connectivity (fallback arrangement). *The Joint Chief Controller of Explosives, Navi Mumbai* may also provide its PC if there is a surplus.
8. Management of Biometric Attendance System.

9. Taking Preventive Measures for smooth functioning of all Computer Hardware and LAN-WAN set-up of *The Joint Chief Controller of Explosives, Navi Mumbai* (THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI).
10. In case the malfunctioning item under AMC cannot be repaired or replaced by the Service Provider due to physical damage caused by *the O/o. The Joint Chief Controller of Explosives, Navi Mumbai* user or Acts of God, the Service Provider shall submit quotation for repair or replacement of such item, which shall be paid by *The Joint Chief Controller of Explosives, Navi Mumbai* if deemed fit.

(b) General Conditions:

A- Tender

- Cost of Tender document/Form once paid is non-refundable.
- *The Joint Chief Controller of Explosives, Navi Mumbai* reserves the rights in accepting or rejecting any tender without assigning any reason whatsoever.
- In the event of any dispute with the decision of Tender Committee, the decision of the *The Joint Chief Controller of Explosives, Navi Mumbai* will be final.

B- AMC

The Joint Chief Controller of Explosives, Navi Mumbai proposes to award Comprehensive Annual Maintenance Contract of System Integrators for LAN/WAN along with Computer Hardware Equipments installed in the Office of *The Joint Chief Controller of Explosives, Navi Mumbai*. **The period for the Annual Maintenance Contract will be from 01/04/2018 to 31/03/2019.**

In case of acceptance of its offer, a detailed MoU will have to be signed by the successful L-1 bidder (“*Service provider*”) with *The Joint Chief Controller of Explosives, Navi Mumbai*. Any terms or conditions which may not be clear for a bidder in this Tender Form may be unambiguously mentioned in the MoU.

C- Validity:

The price quoted must be firm during the tenure of the contract and offer must remain open for acceptance minimum up to 120 days from the date of opening the tender. Offer with a validity of less than 120 days will be liable for rejection without any further reference.

D- Late/Offline Receipt of the Offers:

Late/delayed submitted tenders will not be accepted.

E- Performance Security Deposit:-

Successful L-1 bidder will also be required to submit a Performance Security Deposit of an amount of 7.5% of the Contract value (price quoted by L-1 bidder) to ensure performance during the contract period. An EMD amount of Rs.10000/- will be returned on receipt of this Performance Security Deposit.

Performance Security may be furnished in the form of an Account payee Demand Draft, drawn on any Nationalized/Scheduled bank in favour of “**Joint Chief Controller of Explosives**” payable at “**Navi Mumbai**” or a Bank Guarantee from a Commercial bank. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the bidder.

F- Payment Terms:

No advance payment will be made. The payment will be released quarterly at the end of each quarter thereby making payments due on 1st July, 1st October, 1st January and 1st April. *Service provider* will submit quarterly bill along with the downtime statement within one week of completion of the quarter. Penalties, if any, will be deducted from quarterly bills.

G- Call Registration And Completion:

Service Provider will have to maintain a Register for maintenance call logging/records. Service Provider will also be required to provide an e-mail ID for Call Registration. An email sent to this email ID by the *The Joint Chief Controller of Explosives, Navi Mumbai* user shall be considered as call registration. These will be used to workout downtime for penalty calculation. *The Joint Chief Controller of Explosives, Navi Mumbai's* letters, Emails or *Service provider's* call reports with *The Joint Chief Controller of Explosives, Navi Mumbai* official's signature or other call-logging documents may also be used to calculate downtime penalty.

Service Provide is also required to submit an escalation matrix or hierarchy levels for *The Joint Chief Controller of Explosives, Navi Mumbai* to get in touch with if the calls are not attended/solved quickly by resident engineers or after call registration by any of the above means.

H- Revision Of Maintenance :

Changes or enhancement in systems features may necessitate revision of the specified minimum maintenance charges and shall be covered by an addendum to this contract.

(c) Description of Work:

The Joint Chief Controller of Explosives, Navi Mumbai is connected with the Chief Controller of Explosives, Nagpur with 2 nos. Nagpur-Mumbai leased lines (one point-to-point MLLN and the other one MPLS).

The details of leased line is given in **Annexure – I.**

This office also has Video Conferencing system with HQ. The work also includes arranging and facilitating Video Conferencing from this office to HQ. In addition, THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI has 1 No. Internet leased line of 2 Mbps from MTNL. The work includes continuous monitoring of these leased lines and follow up with respective service provider in case of failure/problems etc. Configuration changes in Routers as well as modems for future modifications, if any, will have to be done by the *Service Provider* in consultation with National Informatics Centre (NIC, Nagpur); software/technical service provider of this office.

The *Service provider* will be responsible for the maintenance of LAN hardware in the *The Joint Chief Controller of Explosives, Navi Mumbai* (PESO) as well as up keeping of leased lines as per terms and conditions given below.

The details of WAN/LAN Hardware available is given in **Annexure – II**.

The details of this office, Location, Address and Phone/Fax Numbers are given in **Annexure – III**. The Client Machines' configurations, laptop, printer models are given in **Annexure – IV**. There may be some overlap in configuration and respective count, however, count of a particular item like PC, laptop etc will be final as per the price bid. The bidders may visit this office to verify/confirm the configuration details of all hardware items in case of any doubt, before the Tender evaluation process begins.

This organization is the licensed user of Trend Micro Enterprise Edition Anti-Virus Software. A dedicated anti-virus server is installed at the HQ, Nagpur. The *Service provider* will be responsible for maintenance of anti-virus Server, Clients updation and also the maintenance of all Computer Hardware & LAN Equipments given in **Annexure-IV** whose configuration is given in **Annexure- V**, as per terms and conditions given below.

1. This AMC includes up-keeping of the leased lines as given in Annexure-I, maintenance of all WAN /LAN Hardware, arrangements for Video Conferencing, maintenance of all Computer Hardware as given in Annexure-IV,V and the BoQ document except consumables and supply items such as ribbons, media like magnetic tapes, cartridges, floppy diskettes, printer heads (DMP), computer stationary, CDs and toner cartridges for laser printers. However, Laser printer maintenance includes fuser assembly as well.
2. The maintenance contract would cover the operating systems maintenance, software installation, installation of patches/service packs, data recovery, maintenance of Trend Micro Anti-Virus Servers, pre-emptive actions against virus spread, detection/removal of virus using the Organization's anti-virus solution, Configuration of systems, applications, connection of computers to projector for presentation, as and when required under the supervision of designated officials of the Organisation.
3. The maintenance contract would also cover attending to software issues, like applying patches/service packs, installing/removing softwares and other software related troubleshooting for PCs, laptops and other equipments **which are under warranty**. The *Service provider* should station one resident engineers at the O/o *The Joint Chief Controller of Explosives, Navi Mumbai* (PESO) for attending all issues related to all leased lines connectivity and to co-ordinate with the respective MTNL Authorities.
The Resident Engineer deputed shall not be changed frequently. Only one change during the year of AMC is permissible. In exceptional cases, there may be more than one change after approval by THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI.
4. Service Provider's Engineer shall perform periodical check-ups, preventive maintenance apart from as and when call is registered by the official of this office at least once in a fortnight.
5. The *Service provider* shall provide Services in respect of all Hardwares and Leased lines by themselves and not by their franchisees or awarding sub-contract to any other party. In cases of specialised equipments like Routers or UPSs, any contract or arrangements with OEM/expert/proprietary items service providers shall be completely transparent to THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI will deal only with the Service Provider.

6. The Resident/Service Engineer should have sufficient and requisite knowledge of maintenance and troubleshooting in Windows/Cisco LAN/WAN environment.
7. The maintenance will also cover the power cords, cables, connectors and other physical appliances used for connection in order to make computers/peripherals operational.
8. The part/components/sub-assemblies used for repair/replacement by the Firm shall be of the same/equivalent or higher make and having functional capacity as available originally in the system.
9. All the repairs and servicing of the equipments shall be carried out on site at the place where it is located.
10. No component(s) / equipment(s) shall be removed from their respective place(s) / from the Office premises without informing the authorized officials of the Organization. A written consent letter from the Organization is necessary for moving out of any parts, for which the Resident/Service Engineer shall also maintain a log book showing the movement of any component(s)/equipment(s) for repair at their service centre.
11. In exceptional circumstances where the equipment is to be taken to the *Service provider's* premises/service center for repairs, the stand-by arrangement from the Firm shall be provided. The equipment taken to the *Service provider's* premises would be at *Service provider's* own risk and expense.
12. Any damage or loss caused to the equipments or components or their parts due to negligence, mis-handling shall be repaired/replaced by the *Service provider*, at their cost.
13. The *Service provider* should make a schedule to carry out Preventive Maintenance tasks as below. The tasks shall be performed on *monthly basis* to ensure proper functioning.
 - a. Cleaning of all equipments using dry vacuum air, brush and soft muslin clothes.
 - b. Running of test programs to ensure proper functioning of leased lines and peripherals.
 - c. Checking power supply source (electrical health) for proper grounding and safety of equipments and giving written information to THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI if any anomaly is found.
 - d. Checking UPS and battery health & topping up of battery water from time to time. Battery water should be monitored weekly. Battery water will be provided by THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI.
14. On line connectivity records relating to leased line down time, restoration time, cause of fault, etc shall be maintained by the Resident/Service Engineer, for which THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI's software module is in use already, or by use of any other software.
15. The Computers, Printers and other related hardware (types covered in the AMC), which are under warranty at the time of awarding this AMC, shall be included immediately and automatically on expiry of their warranty period and at the rates quoted by the Service provider in the tender form for respective items. However, the period up to which the Maintenance contract is awarded with respect to these items will be the same as that of all other items. The list of such items under warranty at the time of taking over this AMC shall be obtained at the time of taking over this AMC.

16. Maintenance shall include effective maintaining and functioning of all the Local Area Network points (LAN), all Hubs/Switches. LAN points crimping, testing may also be required a few times.
17. The *Service provider* will provide maintenance and repair services on holidays in case of emergency or as per the requirement of the Organization.
18. A *Complaint Register* and *Preventive Maintenance Register* shall be maintained by the *Service provider*, which shall be signed by the Organisation's Official.
19. The *Service provider* shall put asset number/stickers on each Hardware item maintained by them.
20. While taking over this AMC on 1st April the Service Provider should ensure proper functioning of all the Computer and WAN/LAN hardware under its AMC and report in writing to THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI if there are any anomalies within 7 days, so that THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI can ask previous AMC holder to repair those items.
21. It shall be the responsibility of the *Service provider* to make all the Equipments and peripherals work satisfactorily throughout the contract period and to hand over the systems in good working condition to the Organization on expiry of the contract. In case any damage is found at the time of handing over or contract expiry, the *Service provider* is liable to rectify it, at their cost, even after the contract had expired.
22. In the event, the *Service provider Company/Firm* is taken over/bought over by another Firm/Company, all the obligations under the agreement with THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI, should be passed on for compliance to the new Firm in the negotiation for their transfer.
23. The *Service provider* shall be responsible for taking Data back up before attending the fault and shall also be responsible for restoring the same.
24. If any item under the AMC is malfunctioned/stopped working, it will be the responsibility of the *Service Provider* to repair and restore or replace it. **All the causes for item's malfunctioning are covered under AMC except physical damages caused by User and the Acts of God. Specifically, burnt items due to voltage fluctuations or any other cause are covered under this AMC.**
25. Work also includes support for Biometric Attendance System, such as installation of biometric devices, its configuration etc.

(d) Penalty clause:

1) Response Time:-

- i) for Computer Hardware:- 1 Hour for this office
- ii) for WAN items & up keep of leased lines :- 1 Hour

2) Resolution Time:-

- i. for WAN/LAN items like Routers, Modems / up keeping of leased lines:-
 - Three hours
 - In case of device malfunction, the replacement/stand-by should be given within 2 working days, including the call registration day.
- ii. for Computer Hardware Equipments :
 - 24 hours for all Computer Hardware

If the item under AMC cannot be repaired and put back in service within the resolution time, Service Provider is required to provide a stand-by, functionally equivalent item for THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI's use to avoid the penalties as below. After 45 days of stand-by items use or in case an item is beyond repair, permanent replacement with functionally equivalent of higher configuration items shall be provided.

3) Performance & failure Penalty *

i) for WAN items like Routers, Firewall, Modems, upkeep of Leased lines etc:

If the problem is not resolved within resolution time *Service provider* will attract the penalty as under:-

1. Up to 3 working hours after the expiry of resolution time - No Penalty
In case of device malfunction- Within 2 days replacement should be given. After two days, penalty will be applicable.
2. Up to 48 working hours thereafter - Rs.200/- per hour per line.
3. After 48 working hours, if fault of any Equipment/leased line could not be rectified by the *Service provider*, THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI can hire the services of third party expert to repair/replace the fault and charges of such repairs/replacement will be solely borne by the *Service provider*, or THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI can impose penalty charges of Rs.200/- per hour per line.

ii) for Computer Hardware Equipments:

Penalty for completing the calls after the resolution time as indicated above will be as follows:

Item	Penalty
PCs, Laptops, Printers, MFDs, Scanners, Photocopier	Rs. 100/- per working day.
LAN nodes, Hubs and Switches	Rs. 500/- per working day.
UPS	Rs. 500 per day
Projector	Rs.500/- per working day
VC Unit	Rs.500/- per working day
Any other device or part	Rs. 100/- per working day

iii) Preventive Maintenance (PM) Penalty:

Penalty on failure of scheduled PM would be as follows:

1. Rs.200/- Per PM – for PCs and laptops.
2. Rs. 200/- Per PM- for all Printers.
3. Rs. 500/- Per PM – for UPS, Projector and VC Unit.
4. Rs.200/- Per PM for other items.

iv) Measures beyond penalty:

- If any vital component like the Main Router at Nagpur, UPS at any location etc cannot be repaired or replaced by Service provider and thereby hinders this office's functionality, this office can hire the services of third-party to repair/replace the same and the cost of such repair/replacement will then have to be borne by the Service provider.
- In the event of penalty amount reaching 10% of the Contract value, THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI may terminate the Contract at its discretion.

ANNEXURE – I

Details of Leased Lines provided by BSNL/MTNL

The Joint Chief Controller of Explosives, Navi Mumbai is connected with the Chief Controller of Explosives, Nagpur having 2 Nos. of Leased Lines, 1 No. of MLLN Internet leased line of 2 Mbps and 1 No. of MPLS of 1 Mbps from MTNL.

ANNEXURE-II

LAN/WAN Hardware Equipments

LAN SWITCH HUB	ROUTERS
D-LINK - 5 Nos.	CISCO - 2 Nos.

ANNEXURE-III

THE ADDRESS OF THE CHIEF CONTROLLER OF EXPLOSIVES, NAGPUR AND THE JOINT CHIEF CONTROLLER OF EXPLOSIVES, NAVI MUMBAI

Sr. No.	Location	Office	Address	Telephone/Fax Nos.
1	Nagpur	Head Quarter	The Chief Controller of Explosives, A-Block, 5 th Floor, C.G.O. Complex, Seminary Hills, Nagpur -440006. (M.S.)	STD Code (0712) 2510248 (D) Fax No.- 2510577
2	Navi Mumbai	Circle Office	Joint Chief Controller of Explosives, A-1 & A-2 Wing, 5 th Floor, C.G.O. Complex, CBD Belapur, Navi-Mumbai 400614. (M.S.)	STD Code (022) 27564941(D) 27573881, 27575946 Fax No.- 27575967

ANNEXURE-IV

DETAILS OF PCs , LAPTOPs, PRINTERS, UPS, PROJECTOR , VEDIO CONFERENCE SYTEM WITH TELEVISION

OFFICE	PCs	LAPTOP	DMP
Joint Chief	HCL-25Nos.	HCL-3 Nos.	
Controller	DELL-8 Nos.		
of Explosives	IBM -1 No.	HP-1 No.	
	Compaq-1 No.		
Printer			
DESKJET	LASER	ALL-IN-ONE	
HP- 19 Nos.	HP - 10 Nos.	HP- 4 Nos.	
		SAMSUNG-2 Nos.	
		CANON-1 No.	
UPS			
MAKE	QTY	REMARKS	TOTAL
NUMERIC	1	5 KVA 192VDC	3
NUMERIC	1	5 KVA 192VDC	
ACCEL	1	3 KVA	
PROJECTOR		PVC UNIT	
TOSHIBA 1 No.		POLYCOM-1No.	
		LG TV 48" - 1 No.	

ANNEXURE-V (a)

Configuration of Various Computer Hardware

Sr.no	Name of the Item	QTY
1	HCL INFINITY PRO SERIES COMPUTERS:- HCL Infinity Pro SL 1330=15, HCL Infinity Pro SL 1280=6, HCL Infinity Pro BL 1240=3, HCL Infinity Pro HL 1090=5, HCL Infinity Pro SL 1070=1, HCL Infinity Pro SL 1085=1 Intel(R)Core(TM)2 Duo CPU E7400@ 2.80 Ghz 2GB RAM,320 GB HDD,Win-7 Ultimate	25
2	DELL OPTIPLEX 9020 COMPUTERS:- Intel(R)Core(TM)-i7-4790 CPU @ 3.60 GHz 8GB RAM,500 GB HDD,Win-8.1 Pro	8
3	IBM Computers:- IBM ThinkCenter L9A1617	1
4	COMPAQ Computers:- GG003AA#ACJ SR5160IL,SL.no-INA7330D66 Intel(R) Core(TM)2 CPU 4400 @2.00 Ghz , 504MB RAM,Ms.WinXP-2002.Service Pack-2.	1
5	HP LAPTOP:- TC4400=1,HSTNN-CO2C=1.	2
6	HCL LAPTOP:- PowerLite 9100BT	2

ANNEXURE-V (b)

CONFIGURATION OF VARIOUS COMPUTER HARDWARE

.No	Name of the Item	QTY
1	LASER PRINTERS:- HP LJ P3015 Series=5,HP LJ PRO M202n=4 HP LJ 2420=1	10
2	DESKJET PRINTERS:- HP DJ F4288= 4,HP DJ D2568=1 HP DJ D1460=3,HP DJ F2235=1 HP DJ 1050=1,HP DJ F2234=1, HP DJ F4488=1HP DJ F380=1, HP DJ 2460=4,HP DJ 910=1, HP OfficeJet k7108=1	19
3	All-IN-ONE :- HP LaserJet All-in-one 3055=1, HP LaserJet All-in-one M-1522nf=2, SAMSUNG SCX-4824FN ALL-IN-ONE=2, HP OfficeJet All-in-one=1, CANON IR2318L=1	7
4	Modem:- TELLABS ISDN Modem-8110	2
5	ROUTERS:- CISCO 2800 SERIES,Sl.no- FHK1218F2S6,FHK1330F3YS/	2
6	LAN SWITCH:- CISCO Catalyst Express 500 Series, DLINK DES-1008A=3,DLINK DES- 1024D=1,DLINK DES-1210-522=1	5
7	UPS:- Numeric-5KVA 192VDC=2, Accel-3KVA=1	3
8	PROJECTOR:- Toshiba-TLP-B2 ULTRA SE,Sl.no-67734059	1
9	VCU:- Polycom-HDX7000,Sl.no-ODE8A4.	1