



GOVERNMENT OF INDIA
DEPARTMENT OF PUBLICATION
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F. No. 111/AMC/Comp/2012-13

Date 12/02/2014.

NOTICE INVITING TENDER

**Subject: Comprehensive Annual Maintenance Contract (CAMC) of
Computer / Printers etc.**

Sealed quotations are invited for the Comprehensive Annual Maintenance Contract for computer/printers and networking hardware's and accessories installed in the Department of Publication, Ministry of Urban Development, Civil Lines, Behind Delhi Vidhan Sabha Metro Station, Delhi- 110054. The general scope of work includes.

- a) The contract would be comprehensive i.e including replacement of parts of Original Equipments Manufacturer (OEM) except cartridges for printers.
- b) Upkeep and maintenance of the hardware installed.
- c) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipments.
- d) Repair to be carried out at the location of the equipment.
- e) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.
- f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.

- g) Coordination with OEMs for troubleshooting of the computer and other peripherals under warranty.
- h) Any other maintenance work to be undertaken related to the computer/peripherals.
2. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e. Technical Bid (Annexure-A) and Financial Bid (Annexure-B).
3. The list of computers, printers, networking hardware's etc. is attached as Annexure-B. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. Controller of Publications reserves the rights to add/remove any item from AMC during the contract period.
4. The Technical and financial terms and conditions of AMC shall be as follows:-
- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
 - (ii) The firm/company should be in existence for over 3 years in the trade as on 31.3.2013 with maintenance turnover of more than ₹ 5 lakh per annum during the last 3 years ending 31st March 2013.
 - (iii) The firm/company should have a previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi of maintaining not less than 50 computers per year in each Department/PSU. Necessary papers must accompany the technical bid. The company should furnish its Downtime Statement of previous maintenance work in a Govt. office in Delhi for the last three years.

- (iv) The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
 - (v) The firm/company also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily Annual Maintenance of 50 or more computers connected in LAN under Novel/Window environment for two years. A performance Certificate to this effect from at least on Govt. Deptt/Public Sector Undertaking shall be furnished.
 - (vi) The firm/company applying for this tender would produce certificate for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
 - (vii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty.
 - (viii) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written order of the Controller of Publications, Department of Publication is conveyed, the original specification/characteristics/features shall not be changed.
 - (ix) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc.
5. The other terms and conditions for awarding the AMC shall be as under:

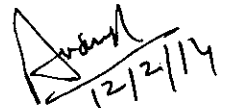
- (i)** The vendor will provide one qualified, with experience of at least three years in windows software and maintaining computer equipments in Govt. /PSU Sector, service engineer on all the working days from 9.30 AM to 6.00 PM for attending and redress of complaints. Engineer shall be equipped with mobile phones to ensure their availability. An amount of Rs. 200/- per day will be deducted if any Service Engineer remains absent/leave without providing substitute.
- (ii)** The initial period of contract will be for one year from the date of award of contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. The AMC can be extended, if so desired by the Controller of Publications, based on the performance of the service provider.
- (iii)** The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, 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 General Section failing which an amount of Rs. 200 as a penalty would be imposed.
- (iv)** The service engineer would take up any reported fault with one hour. As far as possible, the repairs would be carried out on-site. However, in case the equipment is taken to the workshop, the firm would provide a standby for the same.
- (v)** If the firm fails to carry out repairs with 24 hours, to the satisfaction of the user, a penalty of Rs. 200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired. A call sheet duly signed by user and should be submitted to the computer section after successfully attending the call.

- (vi)** The successful bidder shall provide necessary support for maintaining virus free computer environment in the Department of Publication and help in upgrading the Software's/Virus Detection mechanism. Antivirus should be used in computers is Licensed / Registered Version, not free version which was downloaded from internet.
- (vii)** Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the responsibility of the firm/company to make all the equipment work satisfactorily throughout the contract period and also to hand over the systems to the Department in working conditions on the expiry of the contract. In case any damage on the systems of the department is found, compensation which would be determined by the Competent Authority will have to be paid by the firm.
- (viii)** An Earnest Money Deposit (EMD) of Rs. 10000/- (Rupees Ten thousand only) through a Banker's Cheque/Demand Draft on any scheduled bank in Delhi drawn in favour of Controller of Publication, payable at Delhi must accompany with the Technical Bid. The Earnest Money shall bear no interest. Quotation received without EMD will not be considered. Earnest money received from other unsuccessful tenders will immediately be returned without interest. The successful tenderer shall submit a performance guarantee as per rules while awarding the contract for the fulfillment of performance of the terms and condition of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors. The Security Deposit shall bear no interest.
- (ix)** It may also be noted that in case of contractor backing out in mid terms without any explicit consent of Controller of Publication, the firm/company will be liable to recovery at higher rate vis-à-vis, those contracted with it, which may have to be incurred by Controller of Publication on maintenance of machines for the balance period of contract through alternative means.

- (x) The above act of backing out would be automatically debar the firm from any further dealing with Controller of Publication and EMD/performance guarantee amount would also be forfeited. The firm will also be black-listed.
- (xi) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
6. The interested firm may submit two bids in separate envelope duly sealed i.e. technical bid and financial bid in the prescribed formats i.e. Annexure- "A" and Annexure- "B" respectively indicating as such on envelope. Both the bids should then be submitted in a single sealed cover duly super-scribed as "Quotation for AMC of computer & its peripherals" addressed to the Assistant Controller (Admn.), Department of Publication, Ministry of Urban Development, Civil Lines, Behind Delhi Vidhan Sabha Metro Station, Delhi-54 latest by 1.00 PM on 13th March, 2014. Tender Box will be available at reception hall of the Department of Publication, Civil Lines, Behind Delhi Vidhan Sabha Metro Station, Delhi- 54 for dropping the said sealed envelope up to 1.00 PM on 13th March, 2014. No bid shall be accepted after 1.00 PM as the Tender box will be removed from the reception hall immediately after 1.00 PM on 13th March, 2014. Bids if any received by post after 1.00 PM shall not be entertained. The technical bids shall be opened at 2.30 PM on the same day followed by the opening of financial bids at 3.30 PM only of those who fulfill the requirements of the technical bid documents in Room No. 10, 1st floor, Department of Publication, Civil Lines, Behind Delhi Vidhan Sabha Metro Station, Delhi- 54 in the presence of interested bidders, who may wish to be present.
7. All the rates must be written both in figures and in words. Corrections if any are to be made by crossing out, initialing, dating and re-writing. In case of discrepancy between the words and figures, the rates indicated in figures shall prevail. All overwriting / cutting, insertions shall be authenticated and attested.

- 8.** The Tenderer shall sign and stamp each page of this tender document and all other enclosures appended to it as a token of having read and understood the terms and conditions contained herein and submit the same.
- 9.** Financial bids of only those bidders, which are technically qualified, will be opened thereafter in the presence of interested bidders, who may wish to be present.
- 10.** Late submission of tenders will not be accepted. Tenders by "Telex/Fax/E-mail" will not be accepted. Tenders may be submitted by Registered Post, by hand in person or by courier. However, any delay on this account shall not be accepted as reason for exception.
- 11.** Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The Controller of Publication reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
- 12.** The rates quoted should be NET (inclusive all applicable taxes) and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN separately. This is to facilitate addition or removal of equipments from the list covered under the contract. For comparing quotation of different parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.
- 13.** The bid documents can be obtained personally from the undersigned at Room No. 10, 1st floor, Department of Publication, Civil Lines, Behind Delhi Vidhan Sabha Metro Station, Delhi- 54 or it can be downloaded from the website of this Department i.e. deptpub.gov.in or from the website of Central Public Procurement Portal i.e. eprocure.gov.in .
- 14.** The tender is not transferable.

15. The Controller of Publications reserves the right to accept or reject any or all tenders without assigning any reasons.
16. It will not be open for the contractor to refuse maintenance of any equipment which on the date of entering in contract.
17. The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis inclusive repairs and replacement of spare parts without extra payment.
18. In case of any dispute, the settlement will be made in the Courts of Delhi.



(A.K. Singh)

Assistant Controller (Admn.)

TECHNICAL BID**ANNEXURE-A**

1	Name of firm		
2	Address of Firm with Telephone, Fax, E-Mail or Mobile No.		
3	Registration No.		
4	Name of the authorized signatory		
5	Specimen Signature of the Authorized signatory.		
6	Mobile / Telephone Number of the authorized signatory and other Telephone Number of the firm.		
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order number & date		
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2010-11, 2011-12, 2012-13. Copies of work orders in which they have been given AMC of at least 50 computers in one single order in any Govt/Min./Deptt./Org. may be enclosed.	Year	
		2010-11	
		2011-12	
		2012-13	
9	Whether proof/copies of work order on item at S.No. 8 enclose (Yes/No).		
10	List of copies of documents enclosed.		

FINANCIAL BID**ANNEXURE-B**

1	Name of firm	
2	Address firm	
3	Name of authorized Signatory	
4	Specimen Signature of the Authorized signatory	
5	Telephone / Mobile Number of the authorized signatory and other Telephone Numbers of the firm	

<u>Sl. No.</u>	<u>Items</u>	<u>Quantity</u>	<u>Rate per unit per Annum (in ₹)</u>
1.	Computer	38	
2.	H.P. Scanner	2	
3.	Printers <u>Details are as under:-</u> (H.P. Laserjet 2300dn. H.P. Laserjet 1020 H.P. Laserjet 2015 dn H.P. Laserjet CPI 2525n colour Samsung Scx 4300 H.P. Deskjet 109 H.P. Laserjet 1108)	32 1 3 2 1 1 5 19	
4.	Networking for all P.C.		
5.	Server	1	