



GOVERNMENT OF INDIA  
DEPARTMENT OF PUBLICATION  
CIVIL LINES, DELHI – 110 054.

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File No.: 111/AMC/Comp/2012-13

Date: 30/11/2012.

**TENDER NOTICE**

**Subject:- Annual Comprehensive Maintenance Contract (AMC) for Computers / Printers/Networking at Department of Publication for One Year.**

The undersigned is directed to invite quotation for award of Annual Comprehensive Maintenance Contract of Computers/Printers/Networking etc. The terms and conditions of AMC shall be as follows:-

1. Conditions:-

- The firm should be in existence for 5 years in the trade with reasonable amount in maintenance business ( Service Business turnover)
- The firm must have previous experience in maintaining hard ware and network systems in Govt. Organization /PSU and provide a certificate for each type of equipment available in the Central Govt. Officer. From
  - (a) The OEM (Original equipment Manufacturer) that a company is authorized and competent to take up maintenance.
  - (b) The Performance certificate from the existing Govt. clients (Organizations) must be attached.
- The firm must have expertise in preventive onsite maintenance and repair of Servers, Clients, DeskJet/ LaserJet printers, Network Components, Peripherals and other Hardware Parts and Accessories.
- (c) A performance Certificate to this effect from at least 2 (two) Govt. Deptt. / Public Sector Undertaking should be furnished the certificate of work done for ₹.2,00,000/- or more

2. The rate may be quoted on comprehensive basis for the computers, printers and maintenance of Networking in the Performa at Annexure-II and both the Annexure may be submitted in a sealed cover.
3. The other terms and conditions for awarding the AMC shall be as follows:
  - The vendor will provide on qualified resident engineer with at least one year diploma in hardware and networking on alternate working days i.e. Mondays, Wednesdays and Fridays from 9.30 A.M to 6.00 P.M. The engineer should be equipped with mobile phones and should have his own transport facility to ensure their timely availability. An amount of ₹.200/- per day will be deducted from AMC payable if any Service Engineer remains absent/leave without providing substitute.
  - Utmost care must be taken to ensure that the some qualified engineer remains at this office for continuous period of minimum SIX months. Any change taken place must be intimated to the official of this department in written as well as in time. Proper handling over and taking over must be done by your engineer itself.
  - The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of contract as well as for any extended period beyond the initial AMC period. No demand for revision of rate on any account shall be entertained during the contract period.
  - The awardee has to provide services mainly at (1) Department of Publication, Civil Lines, Delhi (2) Kitab Mahal, Baba Kharag Singh Marg (3) Delhi High Court, New Delhi and any likely new openings all over India. Preference would be given to the companies those will provide services to our outlets located at Mumbai and Kolkata.
  - The firm will prepare separate log books for each of the machines to be taken under AMC and preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, mouse etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A Preventive Maintenance Report from the user would be submitted to the Supervising Officer General Section, failing which an amount of ₹. 100/-, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
  - The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site itself. However in case, the equipment is taken to the workshop, the firm would provide stand-by for the same. Also stand-by inventory of monitor, CPU, DeskJet / Inkjet Printer, HDD, RAM, Mouse and UPS should be kept in the Department. In case of non-availability of drivers of the machine (Branded on – HP, HCL,

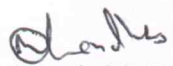
IBM, Vinton, Acer, Wipro etc.) in the Department, they will arrange from their own sources.

- If any PC/ accessory is not repaired within two days, the firm will provide a stand by PC/ accessory. If, however, the firm fails to repair or provide a stand by PC/ accessory within 2 days then a penalty of ₹.200/- (Rupees Two Hundred Only) per day or part thereof will be charged for delay beyond the two days till such time the PC/ accessories are repaired. In case the parts that requires are not available, the same should be replaced with a higher level of part that is compactable with the system.
  - The necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/ Virus detection mechanism would be provided by the firm.
  - It may also be noted that in case of contractor backing out in midstream without any explicit consent of this department, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Department on maintenance of machines from the balance period of contract through alternative means.
  - No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
  - **It will be responsibility of the firm to keep all the PCs and its peripherals in working condition. The last quarter AMC charges will be made only after the firm hands over the PCs and peripherals to this Department in working condition.**
  - The AMC charges for the last quarter will be released after deducting the amounts towards repair charges of any PC or peripherals that requires repair to bring the same to working condition.
4. The earnest money of Rs. 10,000/- (Rupees Ten Thousand Only) through a demand draft on any scheduled bank in Delhi/ New Delhi drawn in favour of "Controller of Publication" payable at Delhi must accompany the quotation letter. Quotation received without earnest money will not be considered. Earnest money received from the unsuccessful tenders will be returned without interest immediately after awarding the AMC. EMD amount of ₹. 10,000/- of the firm which is awarded the AMC will be returned within a month of expiry of initial AMC period or extended period of AMC whichever is later. The other requisite documents mentioned shall be accompanied with the quotation letters.
  5. The NIT shall also be available on [www.deptpub.gov.in](http://www.deptpub.gov.in) & on CPP Portal.
  6. The work will be awarded to the lowest bidder whose bid will be found substantially on over all basis.
  7. If your firm is interested, you may submit your documents satisfying the technical and financial bid requirements in a sealed cover separately super-scribed with "Quotation for AMC computer, printers and peripherals for technical & financial bidding" addressed

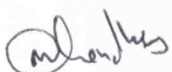
and sent to the undersigned by 3.00 PM on 28.12.2012. The quotations will be opened on the same day at 3.30 PM in the office of Financial Officer/Assistant Controller (Admn). If interested, the firm representative may be present at the time of opening of the quotation letter on the given date and time.

8. A firm black listed by any Govt. office will not be eligible to participate in this tender. An undertaking to this effect will be given at the time of submitting the tender.
9. Quotation received after due date, those received **without Sealed Cover and Rates not Quoted in Specified Performa will not be accepted. The Controller of Publication reserves the right to reduce or increase the number of items offered for maintenance of Contract during the currency of AMC. The Controller of Publication also reserves the right to reject any quotation without assigning any reason whatsoever.**
10. The rates quoted should be net and no discount, free services offers will be considered. For the purpose of clarity it is brought to the notice of the firms **that Department will not be responsible for damage caused to equipments due to elect fluctuations.** As such rates quoted should be taken care of such damages. The firm shall replace/ repair equipments damaged due to power fluctuations at their own cost. The successful bidder is to provide a Performance Security for an amount of 10% of the value of the contract failing which the EMD will be forfeited. The performance security should remain valid up to 60 days after expiry of AMC.
11. The successful bidder has to start the work within a week after receiving the work order from this department failing which E.M.D. and performance security will be forfeited.

Yours faithfully,

  
( Meenakshi Chaudhry )  
Financial Officer

Copy to:- The Technical Director, N.I.C. Nirman Bhawan, with the request to insert in the official website of this department as well as Ministry of Urban Development for wider coverage.

  
Financial Officer

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### QUOTATION FOR TECHNICAL BIDDING

The Technical Bids should include the following details / documents:-

1. The date of commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose a certified photocopy of the Company's Registration.
2. Indicate the date from which the firm is continuously registered with the Delhi Sales-tax Department for Work Contract Tax & Service Tax and EPF & ESI. Also enclose a certified photocopy of the Registration Certificate.
3. Indicate whether the firm is the authorized service provider for branded computers. If yes, please attach certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firms during the last three years. Specifically, highlight those in the Government sector:-

Sl. No.	Name and address of the agency with telephone No.	Details of equipment and Nos. (Network servers & clients) printers & other peripherals	No. of resident engineers provided	Period of contract	Contract value (Rs.)

5. Details of Service Engineers:-

Sl. No.	Name (s)	Technical Qualifications	Area of specialization	No. of years of experience in computer maintenance	Date of joining the firm

6. Indicate whether the firm has expertise in maintaining computers & peripherals of different brands and vintage. If so, provide supporting documents.
7. Attach performance certificates from the existing Government clients.
8. Details of Bank Draft attached: Bank Draft No. \_\_\_\_\_ Date \_\_\_\_\_ drawn on Bank: \_\_\_\_\_

QUOTATIONS FOR FINANCIAL BIDDING

Sl. No.	Items	Qty.	Rate per unit per Annum (₹.)
1.	<b>Computers</b> Pentium-IV & V Monitor Key Board Mouse	18	
2.	H.P. Scanner	1	
3.	<b>Printer</b> HPLaserjet2300DN HP LaserJet 2015dn HP LaserJet 1020 Plus HP DeskJet ,109 Samsung- SCX-4300	1 2 3 8 1	
4.	<b>Networking</b> With 18 PCs on LAN WITHIN A RADIUS OF 200 MTRS		
5.	Total Security for all computers	18	

  
Signature