

No.D-17016/1/2013-Genl.
Government of India
Ministry of Minority Affairs

11th Floor, Paryavaran Bhawan,
C.G.O. Complex, Lodhi Road, New Delhi.
Dated 20th Aug, 2013
27

NOTICE

Sub:-Comprehensive Annual Maintenance Contract of various Hardwares installed in the Ministry of Minority Affairs.

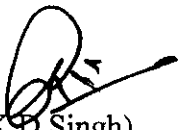
“Sealed quotations are invited in the prescribed forms from the specialist firms for the works of Comprehensive Annual Maintenance Contract of various Hardwares installed in this Ministry of Minority Affairs.

Name of work: Comprehensive ON-SITE Annual Maintenance Contract of Hardwares (Computers, Printers, Laptops, Servers, UPS. etc.) installed in the Ministry of Minority Affairs, 11th Floor, Paryavaran Bhawan, C.G.O Complex, Lodhi Road, New Delhi and at the residences’ of Miniter and Entitled Officers etc.

Earnest Money to be Deposited: Bank Draft of Rs. 25,000/- (Rupees Twenty Five Thousands Only) drawn in favour of Drawing & Disbursing Officers, Ministry of Minority Affairs. Ernest money in the form of Cash and cheque will not be accepted.

Time Allowed: One year contract from the date of finalization of contract.

Sealed quotation may be submitted by the firms fulfilling the following terms and condition in two seprate covers super scribed “**Technical Bid for Comprehensive, AMC of Computers and peripherals**” & “**Financial Bid for Comprehensive AMC of Computers and peripherals**”. The letter should be addressed to the Under Secretary, Ministry of Minority Affairs, 11th floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi- 110003 and should reach at the earlist, but not latter than **15.00Hrs on 09th Sep, 2013**. The quotations will be opened on the **same day at 15.30 Hrs.** in the presence of companies’ representative if any. ‘Technical Bid’ will be opened first and only those firms, who fulfill the Technical terms & conditions, will be eligible for participating in the ‘Financial Bid’. The financial bids will be opned on **11th Sep, 2013 at 15:30** hours in the presence of the representative of the firms who may like to attend. The Competent Authority reserves the rights to cancel any or all the quotation without assigning any reason.


(K.D. Singh)

Under Secretary to the Govt. of India
Tel No.24364277

Copy to Director (NIC) with the request to upload the tender notice on the website of the Ministry.

MINISTRY OF MINORITY AFFAIRS

11th floor, Paryavaran Bhawan, CGO Complex, Lodhi Road, New Delhi
Ph. No - 01124364287

TenderNo.D-17016/1/2013-Genl.

Sub:-Comprehensive Annual Maintenance Contract of various Hardwares installed in the Ministry of Minority Affairs.

TECHNICAL TERMS & CONDITIONS

1. The firm should have experience in AMC of more than 150 computer systems in each year during 2010-11, 2011-12 & 2012-2013.
2. The firm should be in the business of maintenance of computers and its peripherals at least for the last 3 years (Requisite documents to support this Claim will have to be produced in original for verification).
3. The firm must have AMC of at least two Central Government organizations (Ministries), government departments, PSUs etc.) In each year during 2010-11, 2011-12 & 2012-13.
4. The firm must provide satisfactory service certificate from at least Five Central Government organizations (Ministries, government departments, PSUs etc.)
5. The firm must be willing to provide onsite support for PCs and Laptop of HP/Compaq, IBM, HCL, Wipro, Zenith, Lenovo and ACER, and printer and UPS etc. of different makes.
6. The firm should be registered with Delhi Sales Tax Department for Works Contract Tax.
7. The firm should submit valid Income Tax clearance certificate>Returns for three years.
8. The firm should submit the Copies of PAN and Service Tax Number.
9. The firm should submit valid ISO 9001:2008 Certification for AMC of Computer and Peripherals.
10. The firm should be Authorized Service Provider any of HP/IBM/Lenovo/HCL/Wipro. The copy should enclose.
11. The firm should be having annual turnover worth Rs. 50 lakh of more out of which at least 10 Lakh should be for AMC during each of the year 2010-11, 2011-12 & 2012-13. Copy of Balance Sheet duly certified by CA to be enclosed.
12. The address of the workshop with telephone No. and FaxNos. in Delhi/New Delhi should be given.
13. List of Hardwares and Network engineers on the rolls of the firm with qualification & experience should be given.



The firms meeting the above technical terms & conditions only should apply in the Performa at Annexure-A in sealed cover. Technical bid shall include documentary proof in respect of each of the above 11 points of Technical Terms & Conditions. Financial bids of a firm who fails to fulfill any of the above conditions will not be considered.

Financial Terms & Conditions:-

1. The Financial bid should contain the rate against each item separately. The systems to be maintained by the contractor include PCs, Printers, Scanners, CD Writers, Servers, Laptops, UPS etc. of various makes / models. The rate for each item should be quoted on comprehensive basis inclusive of repairs and replacement of spare parts without extra payment.
2. The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, pre-emptive actions against virus spread, detection/removal of virus, configuration of applications (client/server), Lotus Notes server and client applications, connection of computers to projector for presentation.
3. The quotations shall be accompanied by an earnest money of Rs.25, 000/-(Rupees Twenty Five Thousands Only) in form of Bank Draft in favour of DDO, Ministry of Minority Affairs. Cash and cheque will not be accepted. Quotations received without earnest money shall be summarily rejected without assigning any reason thereof and no tender shall have any right to represent against it, even if, his quotations happen to be lowest. The earnest money shall be forfeited, if the contractor fails to abide by the rules.
4. The firm whose quotation is finally accepted shall have to deposit a sum of Rs.30,000/-(Rs. Thirty Thousand Only) in form of Bank Guarantee drawn in favour of Drawing & Disbursing Officer, Ministry of Minority Affairs' payable to any nationalized bank in New Delhi. No interest shall accrue on this amount. The earnest money shall be returned to the successful and unsuccessful bidder after the finalization of the contract. The security deposit will be released after satisfactory completion of the contract.

The firms meeting the above financial terms & conditions only should apply in the Performa at Annexure-B in a sealed cover. The firm who fails to fulfill any of the above conditions will be disqualified.

General Terms & Conditions

1 Scope of Work

- 1.1 The scope of work covers comprehensive annual maintenance of Hardware's (such as Computers, Printers, Laptops, Servers, Scanners and UPS etc. of different make & model) and various software's installed in the Ministry of Minority Affairs and at the residences of Minister and Senior Officers etc., excluding those covered under warranty.
- 1.2 The scope of work also includes the maintenance of those PCs and their peripherals whose warranty period will be over and software's which will be procured time to time by the Department (Charges on pro-rata basis).
- 1.3 To provide regular on-site preventive maintenance.
- 1.4 To replace old parts with genuine parts.



Deployment of Engineers

The scope of work covers deployment of maintenance engineers at 11th Floor; Paryavaran Bhavan from 09.30 hrs. to 17.30 hrs. On all working days (5 days in a week). The engineer will have to work on holidays and after office hours also, if required.

The details about maintenance engineers are as below:

- i. One qualified diploma engineer with an experience of not less than 3 years in computer hardware as well as software maintenance for per 50 PCs.
- ii. The contractor shall arrange to get the character and antecedents of workers verified from Police authorities before their deployment and their full particulars should be furnished to the Department for the purpose of entry passes.
- iii. The Engineer must be equipped with mobile phone by company for quick communication. If any engineer is required to take leave, a suitable replacement would have to be provided.

1.4 Service Assurance

A logbook shall be maintained in which the resident engineer shall record all the complaints made. They shall attend to all the complaints received immediately as follows to be verified manually or through computerized management system.

- i. Minor Faults immediately. (Within three hrs.)
- ii. Major faults within 24 hrs by replacement method, with the available spares, on explicit and clear orders of Under Secretary (Admn.)
- iii. In case of such repairs where article is to be taken out to Company's workshop, the standby arrangement from the company site will be mandatory to avoid the disruption of work of the user. The equipment being taken out to the workshop for repair with proper permission of SO (Gen.)/US (A) would bear the company's own risk and expenses.
- iv. The replacement of components, sub-assemblies and assemblies shall be as per manufacturers' instructions and under the orders of US (A).
- v. All Repair and servicing of equipment will have to be carried out on Site.
- vi. Any damage or loss caused to the Computers, Laptops, Printers, Servers, Scanners etc. or their parts due to negligence, miss-handling shall be made good by the company either by payment in cash the prevailing market price of that items or by a new one of the same make and specifications.
- vii. The firm shall be responsible for taking back up data's and programmed available in PC before attending the fault and shall also be responsible for reloading the same. The backup copies to be returned to the users under acknowledgement.
- viii. The firm shall maintain the equipment's and shall use genuine/original components for replacement wherever needed. Until and unless written orders of the US (A) are conveyed, the





original specification/ characteristics/features shall not be changed or modified under any circumstances.

- 1.5 The firm shall also be responsible for deployment of necessary staff for regular cleaning of all hardware using suitable cleaning material and equipment. Each equipment has to be cleaned once in a month regularly. A register shall be maintained showing the cleaning of each equipment and shall be produced to the Section Officer (Genl.) every month for verification.
 - 1.6 The engineer deployed shall be responsible for preventive and corrective maintenance of all PCs, peripherals and accessories. It should be carried out in each equipment at least once in two months. A separate logbook should be maintained to record the preventive maintenance carried out of each equipment and location wise.
- The schedule of preventive maintenance shall be as follows:-
- a. Cleaning of all equipment using dry vacuum air, brush, and soft muslin clothes.
 - b. Running of test programme to ensure quality print/date reliability.
 - c. Checking of power supply source for proper grounding and safety of equipment.
 - d. Ensuring the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - e. Scanning of all types of virus and elimination and vaccination of the same.
 - f. Shifting of equipment within the building as and when required.
- 1.7 The contract can be terminated summarily by this Ministry at any time without giving any notice or without assigning any reason, if the work of. The contractor is found unsatisfactory during the currency of this contract. In this connection the decision of the JS (A) shall be final and binding on the firm.
 - 1.8 Ministry of Minority Affairs shall have right to inspect company's site to assess infrastructure before awarding the Comprehensive AMC and it may reject in the event of Ministry's dissatisfaction about company's infrastructure or otherwise.
 - 1.9 The firm shall inspect all items to ensure that systems are in working condition. Initial cost of defective parts/components of the systems found defective/non- functional shall be borne by the Department before these are handed over to the firm under Comprehensive AMC. Once the contract is entered between department and the company, no further cost towards such replacement of defective/work-out parts will be given to the company except Comprehensive AMC charges, upto a maximum of two renewals
 - 1.10 The contract shall initially be for a period of one year from the date of acceptance of the order. The contract may be renewed for further period of one year with same terms & conditions, if the Department is satisfied, up to a maximum of two renewals.
 - 1.11 It shall be the responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Department after expiry of the contract.
 - 1.12 This tender is not transferable. Further clarification if any, may be obtained from Section Officer (Genl.) Ministry of Minority Affairs, 11th Floor, Paryavaran Bhavan, Lodhi Road, C.G.O. Complex, New Delhi (Ph.24364287)



- 1.3 In case the contracting firm is not able to accept the contract after it is awarded or if they are not able to do the work after accepting the contract such firm will be liable to pay the damage to the Department including the cost which the Department will have to incur for getting such work done.
- 1.4 The above act of backing out would automatically debar the contractor from any further dealing with this Department and the security money would also be forfeited.
- 1.5 The Department reserves the right to reject any or all the tenders. The Department reserves the right to award the contract on the basis of quotations for each item separately or collectively.

2 Penalty

- 2.1 If the company does not attend the complaint of minor faults within 3 hours from the time of complaint registered to the resident engineer deployed by the company, the penalty @ 1% of the value of AMC charges of that equipment's Shall be levied.
- 2.2 Penalty shall be levied at the rate of 2% of the value of AMC charges for that equipment for each day (excluding first 24 hours), if the equipment is not set right within the stipulated time mentioned under Para 1.4 (ii)
- 2.3 In the case mentioned under Para 1.4 (iii) the same equipment should be re-installed after servicing within 5 days (if 5th day falls on holiday then next working day). In case of default, the penalty shall be levied at the rate of 1% of the value of the AMC charges for those items per day.
- 2.4 If the company fails to repair/replace the system for one week (5 working days), the system may be got repaired from other Company/Firm & made functional and the expenditure incurred thereon shall be recovered from the company, apart from the penalty levied as stated in preceding Para. This may even entail termination of the contract & forfeiture of security deposit.
- 2.5 Penalty shall also be levied for the absence of resident engineer at the rate of Rs.100/- per hour for each absence of one hour or more but less than 4 hours, and at the rate of Rs200/- per hour for more than 4 hours for every working day.

3 Payment

- 3.1 No advance payment will be made in any case. Payment shall be made quarterly over the period of contract and any payment made in excess will have to be refunded by the Company to the Department in the event of termination of contract.
- 3.2 The company will not have any legal right to proceed against the Ministry in the event of late payment due to unforeseen reason.
- 3.3 The disposal of Earnest Money Deposit amount would be after award of contract.
- 3.4 Penalty shall be deducted from the running payments.
- 3.5 Payment for any inclusion/deletion of computer System/ Peripherals will be calculated on pro-data basis.



- 3.6 All payment will be subject to receiving the verified reports/certificates from users for the period under payment and approval from the competent authority.
- 3.7 **Security Deposit**- The Company shall be required to deposit a sum of Rs.30, 000/- (Rs. Thirty Thousand Only) as security deposit in the form of Bank Guarantee drawn in favour of Drawing & Disbursing Officer, Ministry of Minority Affairs, payable to any nationalized bank in New Delhi. No interest shall accrue on this amount.
- 3.8 The security amount shall be released after satisfactory completion of the contract.
- 4 **Arbitration:** In case of any dispute arising between the contract holders any constituent being party to the contract, the sole authority for settlement of such disputes will rest with the arbitrator appointed by the Secretary of the Ministry of Minority Affairs.
- 4.1 **Jurisdiction:** Failing arbitration in solving the dispute, the courts at Delhi alone shall have the jurisdiction for all aggrieved parties i.e. the Department, the company or any constituent being party to the contract directly or indirectly.

A handwritten signature in black ink, appearing to be 'Anil', is located in the lower right quadrant of the page. The signature is written in a cursive style with a horizontal line underneath.

MINISTRY OF MINORITY AFFAIRS

11TH Floor, Paryavarn Bhawan, CGO Complex, Lodi Road, New Delhi-110003
Ph. No-01124364287

TECHNICAL INFORMATION AND UNDERTAKING

- 1 Name of the Tender / Concern
- 2 Address (with Tel. & Mob No.)
- 3 Turnover for the last three years

Financial Year	Turnover	Service Turnover
2012-13		
2011-12		
2010-11		

Enclosed valid IT clearance Certificate /return and Balance Sheet certified by CA

- 4 Work Experience for last three years

S.No.	Year	Name of the client with address and contact Number	No of computers under AMC	Contract Value (Rs)

- 5 detail of Performance Certificate issued by Govt. Department.
- 6 List of Hardware and Network engineers on the role of the firm
- 7 Registration No with Delhi Sales Tax Department for Work Contract Tax, Service Tax (Enclosed the photocopy)
- 8 Copy of ISO Certificate and ASP Certificate
- 9 Nature of Organization
(I.e. Sole Proprietor or
Partnership firm or a Company or a Government Department or a Public Sector Organization).
- 10 PAN/TIN/VAT of Tendered /Concern
(Attested photocopy of registration should be attached)
- 11 Bank Guarantee/Demand Draft No. _____ Dated _____ from bank name
_____ Amounting to Rs. _____ as Earnest Money Deposit.

UNDERTAKING

I/We undertake that I/we have carefully studied all the terms and conditions of the tender notice and understood the parameters of the proposed work of the Ministry of Minority Affairs and shall abide by them.

I/We hereby certify that none of my relative(s) as defined in disclaimer clause of Annexure-1 is/are employed in the Ministry of Minority Affairs.

I/We further undertake that the information given in this tender are true and correct in all respect and we hold the responsibility for the same.

Dated :
At

Signature of Tenderer
with Stamps of the firm

Annexure-B

List of Computers, Laptop and Peripherals for CAMC

S.No	Descriptions of Items	Number of Unit	Unit Price	Total Price (Exclusive of Taxes)
A	DESKTOP			
	Hp Make Desktop Pentium-IV, C2D, Dual Core etc	94		
	Wipro Desktop	20		
	HCL Desktop	5		
B	Printers			
	HP 1020	36		
	HP 1007	33		
	HP 1025	2		
	HP3050 ALL I N ONE	2		
	HP 1606	10		
	Tvs msp 450 CHAMPION	1		
	HP LJT 100 COLOR MFP M175A	1		
	HP 1108	2		
	HP 1215 PRINTER	2		
	HP 5200 LAN PRINTER	1		
C	SCANNER			
	HP 5590	3		
	HP 7800	2		
	HP 2400	1		
	UPS			
	UPS 600/800/100 various make APC/Power/Samtek/ Microtek	86		
	5 KV TRITRONICS	1		
D	SERVER			
	HCL SERVER	4		
	HP SERVER 3			