

F. No. 21/2/2016-Genl. Admn.
Government of India
Ministry of Finance
Department of Investment and Public Asset Management

Block No.11, CGO Complex
Lodhi Road, New Delhi-110003
Dated: the 18 January, 2018

NOTICE INVITING TENDER

Subject: Quotation of Comprehensive Services & Maintenance Contract for Computers, Laptop, Printers, UPS & Projector.

Sealed Quotations are invited from interested and eligible service agencies for the following jobs subject to the terms and conditions mentioned in para "2" below:-

2. Terms & Conditions:-

2.1 Eligibility of Firms: -

(i) The firm or the service providing agency should have valid GST Registration Number, TAN/PAN etc. and copies of the certificate are required to be attached.

(ii) The firm should be in existence for over 3 years in the trade with annual Maintenance contracts worth more than ₹ 20 lakh per annum during the last 3 years. Certificate should be enclosed. Audit balance sheet for last 3 years showing that the bidder has a minimum per annum turnover of atleast Rs. 1 crore should be submitted.

(iii) The company should have a previous maintenance contract for at least 3 years with Government Departments/PSUs in Delhi. The company should furnish statement of previous maintenance works in the Government Departments.

(iv) Only those firms who have registered office in Delhi/New Delhi/NCR and are having a valid TIN No. are eligible to furnish tenders.

(v) Firm should be Authorized Supplier of any one of the companies like HP /Lenovo / Dell / etc. The vendor will be required to liaison with the O.E.M. for Maintenance of these computers/servers/UPSs and network equipment's etc.

(vi) Firm should be authorized Warranty Service Provider of any one of the companies like /HP /Lenovo/Dell /IBM etc. & certified copy of the same has to be submitted against this tender.

(vii) Customer satisfactory certificate (at least 05 Nos. of Copy) issued by the clients (by Govt. Deptt. only).

(viii) The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and should have valid ESI and PF registration.

(ix) The company should produce the self-attested photocopies of documents related to

allocation of Registration Number, PAN number, service tax number.

(x) The vendor will deploy one qualified resident engineer who would be resident at our office on all working days from 9.00 AM to 5.30 PM. having minimum qualification of Diploma in Computer Hardware Engineer -1 years or CCNA, MCSE qualified, with 3-4 years of experience in maintenance of IT hardware items. List of Engineers with Resumes likely to be employed should be enclosed.

(xi) The firm also must have expertise and experience in LAN troubleshooting. The bidder should have executed satisfactorily minimum one Annual Maintenance Contract of more than **500 Computers** connected in LAN under Linux/Window NT environment for at least two years consecutively.

(x) The firm should follow the minimum wages policy of the Government.

- 2.2 **Period of Contract :** The period of CSMC will ordinarily be one year from the date of award of contract.
- 2.3 **Place of Work :** The Computers etc. for which CSMC will be awarded are installed in various rooms of this Department located at Block No. 11 & 14, CGO Complex, Lodhi Road, New Delhi – 110003.
- 2.4 **EMD :** An earnest money deposit of ₹ 10000/- (**Rupees Ten Thousand only**) in the form of Bank Draft/Bankers Cheque drawn in favour of Drawing & Disbursing Officer, Department of Investment and Public Asset Management is required to be furnished with the tender. The EMD shall be refunded after completion of tendering process. No interest shall be paid on EMD.
- 2.5 The rate for the CSMC for Computers, Printers, UPS, Laptop and Projector should include the cost of replacement of parts wherever necessary. It is mentioned that all the computers and other IT peripherals are in working condition at the time of starting of CSMC.
- 2.6 The payment would be released on quarterly basis at the end of each quarter if the services of the firm are found satisfactory.
- 2.7 The replaced parts of the Computers, printers and UPS should be of reputed brand.
- 2.8 One resident engineer must be available for whole day in this office on all the five working days. The attendance will be marked by deputed Engineer in a register maintained by the Section Officer. Penalty will be imposed at the rate of ₹500/- per day in case the complaint is not attended within 24 hours of intimation.
- 2.9 In case any machine or part thereof is required to be taken out to workshop for repair overhauling, it shall be responsibility of the service provider to arrange to carry the machine to the workshop. No charges on account of cartage/labour shall be borne by this Department. In this case the service provider shall provide an alternative machine from their own stock till the faulty machine is repaired and installed back duly repaired. No charges shall be paid for such alternative arrangement.

- 2.10 **Submission of Tenders:** The eligible firms may submit their quotation in the format prescribed at Annexure in sealed cover to the Under Secretary (Admn.), Room No. 215, Block No. 11, CGO Complex, Lodhi Road, New Delhi within the last date of receipt of tender. The agencies are advised to submit two separate sealed envelopes super scribing "Technical Bids" and "Financial Bids". Both envelopes should be kept in third envelop super scribing "Tender for CSMC for Computers, Printers, Laptop, UPS & Projector".
- 2.11 **Last Date:** The tenders shall be received **upto 02.00 PM on 05.02.2018**
- 2.12 **Opening of Tenders:** Unless otherwise notified by this Office under exceptional circumstances, the tenders shall be opened at the office of Under Secretary (Admn.) of this Department at **03.00 PM on 5th February, 2018, the last date of receipts of tenders as mentioned above.** One representative from each of the tendering firms may remain present at the time of opening of the tenders.
- 2.13 **Security Deposit :** The firm in whose favour the contract is awarded will be required to furnish a security deposit of 10 % of AMC cost in the form of a FDR/Bank Draft / Bankers cheque drawn in favour of Drawing & Disbursing Officer, Department of Investment and Public Asset Management. The said security deposit will be refunded on completion of period of contract. The security deposit shall be forfeited in case the firm does not abide by any of the prescribed terms & conditions of the contract.
- 2.14 The tender shall be liable to be rejected in case the tender is not in the prescribed pro forma as contained in the Annexure to this Notice.
- 2.15 The tender shall also be liable to be rejected in case there is any overwriting or alteration in the rates quoted.
- 2.16 This Department reserves the right to reject any or all of the quotations without assigning any reason whatsoever. In case of any dispute, the decision of the Joint Secretary (Admn.), Department of Investment and Public Asset Management shall be final.

3. Scope of work

- 3.1 The scope of work covers comprehensive maintenance of Laptops, Personal Computers, Printers, UPS & Projector etc. mentioned in Annexure -I.
- 3.2 The scope of work also includes maintenance of software procured by Department of Investment and Public Asset Management and installed in the computers and peripherals.
- 3.3 The scope of work covers provision of technical staff in the Department of Investment and Public Asset Management from 09:00 to 17:30 hrs on all working days and if required, on Saturdays and Sundays and also after 17:30 hrs on working days. Minimum one qualified service engineer with an experience of not less than 3 years in computer hardware as well as software maintenance will be at the disposal of the Department of Investment and Public Asset Management.
- 3.4 The Bidder /firm shall also be responsible for deployment of necessary staff for cleaning of all hardware's using suitable cleaning material and equipment. Each equipment has to be cleaned once in two months regularly. A register shall be maintained showing cleaning of each equipment.
- 3.5 The engineers deployed shall be responsible for preventive maintenance with virus

detection and corrective maintenance of the computers and peripherals under AMC and also maintenance of software. Quarterly report on this shall be produced to respective Officers/Sections of this Department, failing which appropriate penalty, by way of fine would be imposed.

- 3.6 The Bidder/firm shall maintain the equipments as per manufacture's guidelines and shall use standard and genuine components for replacement.
- 3.7 The Bidder/firm must provide necessary support for maintaining VIRUS free computer environment in the Department of Investment and Public Asset Management.
- 3.8 The necessary support of maintaining VIRUS free computer environment in Department of Investment and Public Asset Management and help upgrading the software's Virus Detection mechanism would be provided by the firm/Bidder.
- 3.9 The Firm/Bidder must be specialized in LAN troubleshooting.
- 3.10 Any reported fault would be taken up by the service engineers 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 a standby for the same.
- 3.11 A logbook shall be maintained in which the resident engineers shall record all the complaints made. All the complaints received shall be attended by them in following manner:-
 - i) Minor faults immediately.
 - ii) Major faults within 4 hours by replacement method, with the available spares, if instructed by Section Officer (Admn).
 - iii) Major faults within 48 hrs, except for the Laser Printers which are to be got serviced from authorized service centres of manufactures.
 - iv) The firm shall be responsible for taking backup data and programme available on PCs before attending the fault and shall be also responsible for reloading the same. The backup copies are to be returned to the users, under acknowledgement.
 - v) If the equipment is required to be transported to the firm's/manufacture's service workshop for repairs, the same shall be undertaken at the risk and cost of the firm.
 - vi) The replacement of components shall be as per manufactures instructions and as per the decision of Head of Office of Department of Investment and Public Asset Management.
 - vii) The firm shall have the required drivers (CDs) for maintaining the PCs and peripherals for configuring them.
 - viii) Repair and servicing of equipments can be carried out at site or at the firm's works after attending the complaint by replacement method and the same shall be done within 7 days of the receipt of the complaints. The replacement of components shall be free of charge.
 - ix) The replacement also involves all items of equipments including major parts such as monitor tubes, print heads of printers, adaptors of DeskJet printers, SMF batteries of UPS, HDD, SMPS, CPU, motherboards, but excluding, consumables such as computer stationery, ribbon, ink cartridges etc.
 - x) Any physical damage/defect/breakage due to mishandling by the office staff, burn out/any consumable like Printer drum, Printer Head, Cartridges, Ribbon, Laptop battery, UPS battery, Toner and Data Recovery will not cover under CSMC.

- 3.12. The scope of software maintenance covers-
- (a) Maintenance of all software already installed in the personal computers and peripheral and the software to be installed at later stage.
 - (b) Providing basic training on the use of PC to user, if required.
- 3.13 The rates quoted should also cover the maintenance of operating system, software installation, installation of patches, data recovery, pre-emptive actions against virus spread, detection/removal of virus, configuration of internet, configuration of applications (client/server), Lotus Notes server and client applications, connection of computers to projector for presentation.
- 3.14 The contract shall initially be for a period of one year, extendable further on the basis of performance of last year at the discretion of competent authority i.e. JS (Admn.).
- 3.15 The contract can be terminated at any time by the Department after serving advance notice of three months. The Department shall have the sole right to terminate the contract without assigning any reason, whatsoever to the firm.
- 3.16 The contract shall be on comprehensive basis, inclusive of repairs and replacement of spare parts without any extra payments.
- 3.17 The firm shall carry out preventive maintenance regularly and shall plan, as per schedule of quantities, such that maintenance is carried out in each equipment at least once in three months. A separate logbook should be maintained to record the preventive maintenance carried out on each equipment.
- 3.18 The schedule of preventive maintenance shall be as follows:-
- i) Cleaning of all equipment using dry vacuum air, brush soft muslin clothes.
 - ii) Running of test programmes to ensure quality print/date reliability.
 - iii) Checking of power supply source for proper grounding and safety of equipment.
 - iv) Ensuring that the covers, screws, switches etc. are firmly fastened in respect of each equipment.
 - v) Shifting of equipment as and when required,
 - vi) Running of diagnostic software for system performance.
- 3.19 It shall be the responsibility of the firm to make all the Laptops, computers and peripherals work satisfactorily throughout the contract period and to hand over the systems in working condition to the Department of Investment and Public Asset Management after expiry of the contract. In case any damage is found, the firm is liable to rectify it even after the contract.



(Ragesh Kant)

Under Secretary to the Government of India

Tele. No. 24368785

Copy to:

1. Notice Board
2. NIC Cell with request to display Complete Tender Documents on the website of this Department (www.dipam.gov.in) and CPP Portal.

Annexure-I

TENDER FOR CSMC OF COMPUTERS/LAPTOPS/PRINTERS/UPS/PROJECTOR

1. Name of the Firm
2. The rates for various services are quoted below:

CSMC Charges					
S.N.	Description	Number	Rate for one month per unit	Amount for 01 month	Amount for 12 months.
1.	Personal Computers	63			
2.	UPS	64			
3.	Printers	79			
4.	Laptop	16			
5.	Projector	01			
TOTAL:					

*The rate should be exclusive of any tax

3. Details of EMD (FDR/Bankers Cheque/DD)
4. I/we agree to abide by all the terms and conditions contained in NIT No 21/2/2016-Genl. Admn dated _____.

(Signature of Authorized signatory with stamp of the firm concerned)

Note : The bidder/firm may visit Department of Investment and Public Asset Management to ascertain the year, make, configuration of Computers /Printers /Laptops / UPS/Projector before submitting their technical and financial bid.

Annexure-II

Technical Bid for CSMC OF COMPUTERS/LAPTOPS/PRINTERS/UPS/PROJECTOR

Please enclose the following documents along with the tender form.

- 1 EMD ₹ 10,000/- (Rupees Ten Thousand only) in form of Demand Draft/Pay Order in favour of Drawing & Disbursing Officer, Department of Investment and Public Asset Management (DIPAM).
- 2 Copy of the latest Income Tax Return.
- 3 Copy of PAN.
- 4 Performance Certificate/ copy of CSMC order from any three Govt. office/institution/ agency for providing the CSMC in the last two years.
- 5 Copy of GST Registration No.
- 6 Copy of TIN Number
- 7 The registered office or one of the branches of the agency/vendor should be in Delhi/NCR.
- 8 List of Engineers with Resumes likely to be employed should be enclosed. The Engineer must have a minimum qualification of Diploma in Computer Hardware Engineer -1 years or CCNA, MCSE qualified, with 3-4 years of experience in maintenance of IT hardware.
- 9 Certificate of registration with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and valid ESI and PF registration certificate.