

NO.D.19016/1/2010-Admn.II
Government of India
Office of Economic Advisor
Ministry of commerce and industry
Department of Industrial Policy and Promotion

444-A, Udyog Bhavan, New Delhi
5th September, 2011

To,

M/s

Subject Annual Maintenance of computers Laptop Computer Colour printers/Matrix printers, Servers Scanners, UPSs etc-Rates Laser jet printers/Desk Jet Regarding

Dear Sir,

This Department invites the quotations for Comprehensive Annual Maintenance Contract in respect of Computers, Printers, Laptop, Scanner & Server, UPSs etc. in the Office of Economic Advisor, Department of Industrial Policy and Promotion, 444-A, Udyog Bhavan as per details given in Annexure-A.

2. The sealed quotations may be submitted in separate covers "Technical Bid" & "Financial Bid" superscribed as "Quotations for Comprehensive Annual Maintenance Contract of Computer Hardware" and addressed to the Additional Economic Advisor, Office of Economic Advisor, Department of Industrial Policy and Promotion, Room NO.444-A, Udyog Bhavan, New Delhi so as to reach the undersigned by 3.00 PM on or before 30th September, 2011. The technical quotation, will be opened on the same date at 3.30 PM in Room No. 444-A. After scrutiny of technical bid the Department will shortlist those firms who are eligible and call them for opening of sealed "Financial Bids". Date & time for opening to be indicated at the time of opening of technical bids. If interested, the firm representative may be present at the time of opening of "Technical" and "Financial" Bids.

3. The Earnest money by means of a Demand Draft of Rs 5000/- (Rs. Five thousand only) should be enclosed only with the financial bid. Quotations received without earnest money will be rejected. The Demand Draft should be payable in the name of Section Officer, Cash Office of Economic Advisor, Department of Industrial Policy and Promotion.

4. The contract will be on a comprehensive maintenance service basis and no extra charges for any general wear and tear/spare parts etc. (Mouse, Key board, RAM, Hard disk, Mother board, Teflon and other related parts of computers and Printers) will be paid by the Office of Economic Advisor, Department of Industrial Policy and Promotion, Room N0.444-A, Udyog Bhavan, New Delhi. During the currency of the contract period it will be the responsibility of the Company to keep the equipments in perfect working order.

5. The repair works will have to be carried out at the location of the equipment except in the exceptional circumstances where the equipment or any component may be required to be taken out for repairs in workshop. In such cases the standby arrangement shall have to be made by the company at its own cost and in no way the working of the computer etc. of the office concerned should be held up for want of any standby arrangements.

6. If repaired work is not completed in 5 (five) working days, Rs.50/- for UPS, Rs.100/- for printer, Rs. 200/- for computer and Rs.300/- for laptop per day will be deducted from the AMC charges bill. The attendance register will be prepared by this Department for Engineers. Absence of computer engineer Rs. 300/- per day will be deducted from AMC charges bill. Attendance of computer engineers will be maintain by this Department and provided to AMC holder firm every month and AMC charges bill be charged by firm after deduction of defaulting in repairing work (per day) in computer and its related items and absence of computer engineer. In this connection, the decision of this Department will be final.

7. The payments towards Comprehensive Annual Maintenance Contract will be made in four equal installments each at the end of three months/each quarter on production of satisfactory reports from the concerned users.

8. The Company shall make its own arrangements for drivers etc required for maintaining the computers and printers.

9. The company shall undertake to discharge all its obligations under Contract/Agreement in good workmanship manner and in no case, any equipment should remain idle for want of repairs or drivers for more than 2 working days after receiving complaint lodged by the user. In case any equipment is down for want of spare parts, the Company will have to furnish an undertaking duly attested by the user that the parts may be replaced in five (5) working days. If the complaint is lodged at the late hours of the day the same may be attended to on the following successive working day.

10. The Company should have a minimum of Three years experience in Annual Maintenance Contract field and the minimum turnover should be Rs. fifty lakh or more in each year during the last three years in field of Hardware sales/ AMC. The firms are required to prove their competence for undertaking the job in question and shall, therefore, furnish their standing and goodwill through a certificate/documentary proof of having served different Ministries/Departments with their complete address and telephone numbers along with, PAN, Sales Tax Registration Number and Certificate, CST Number and Balance Sheet of last Three Years. List of present contracts in Govt. Departments may also be enclosed with the quotations.

11. The Firm should be in position to providing at least two good experienced (minimum three years experience in respective field) and well-mannered service engineers who will be stationed in Office of Economic Advisor, Department of Industrial Policy and Promotion, Room NO.444-A, Udyog Bhavan, New Delhi for carrying out the Maintenance job. While considering tenders minimum wages of two semi skilled workers as per the Government of NCT of Delhi instruction will also be taken into account for assessing liabilities of Tenderers.

12. The technical and financial terms and conditions of AMC shall be as follows:-

(A) TECHNICAL TERMS & CONDITIONS:

- I. The firm should have an experience for minimum three years in the trade with maintenance business (service business). Minimum AMC experience of particular year as mentioned in Annexure-B, more than 200 Computers along with Printers and UPSs at single AMC is necessary.
- II. The firm must be registered with the Registrar of companies and with Delhi Sales Tax Department for Works Contract Tax and Service Tax.
- III. The firm must have at least three years experience in hardware sales/maintenance work for Government Ministries/ Departments. Performance certificates from at least three such existing clients must be attached.
- IV. The firm must have also expertise to provide maintenance of various computers and its peripherals of various brands/make Computers of Compaq/IBM/ HCL/Accer brand, Laptop and Colour Laser Printer/Laser Printer/Inkjet Printer/DeskJet Printer/OM Printer scanners & servers, UPSs etc.
- V. The firm must be specialized in LAN trouble shooting.

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- V. The firm must be specialized in LAN trouble shooting.
- VI. The firm should be having a turn over worth Rs. fifty lakh or more in each year during the last Three years in .the field of Hardware Sales/AMC.

13. The firms meeting the above technical terms & conditions only should apply in the proforma at Annexure-A, in a sealed cover. The firm who fails to fulfill any of the above conditions will be disqualified

(8) - FINANCIAL TERMS & CONDITIONS.

- i) The rate may be quoted on comprehensive basis for the computers, Laptops/servers/scanners and printers, UPSs etc. separately.
- ii) The earnest money by means of Demand Draft of RS.S000/- (Rs. Five thousand only) should be enclosed. The firms meeting the above financial terms & conditions only should apply in the proforma at Annexure-A in a sealed cover. The firm who fails to fulfill any of the above conditions will be disqualified

14. The other terms and conditions for awarding the AMC shall be as below

- I. The vendor shall provide three engineers on all working days from 9.00 AM to 5.30 PM including holidays (Saturday/Sunday), if needed The engineers should be equipped with Mobile phones to ensure their availability. An amount of Rs. 200/- per day will be deducted from AMC payable, if any service engineer remains absent/leave without providing substitute.
- II. The contract will be valid for a period of one year from the date of
• award of contract. The rates quoted shall remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It shall be open to the Office of Economic Advisor, Department of Industrial Policy and Promotion, Room N0.444-A, Udyog Bhavan, New Delhi to extend the contract on the same terms and conditions for a further period with the constant of service provider, if necessary.
- III. The contractor has to provide services in Udyog Bhavan, New Delhi, and at any other part of city (Delhi/New Delhi) as per requirements.

- IV. The necessary support for maintaining virus free computer environment in the Department and help in upgrading the software/virus Detection mechanism would be provided by the Firm.
- V. A Firm black listed by any Govt./State Government office will not be eligible to participate in this tender. In case any such firm obtain contract by hiding the facts and it comes to the notice of Department later contract will be cancelled immediately and security forfeited.
- VI. The successful tenderer/firm will be required to furnish Bank Guarantee in the name of DDO, Department of Industrial Policy & Promotion for an amount of RS.1, 00,000/- which will be released to the contractor on completion of the contract.


(C) Patch Management & Install Microsoft Window Security Update:

- I. Install Advertisement removal Utility
- II. Fix Critical Worms & Viruses .
- III. Upgrade any IE version to IE 7.0 SPI
- IV. Install latest Service Packs & Patches in Window 2007 Professional (Service Pack install SP 4), Window XP Professional Service Pack install SP2 file XPSP1 a EN X86, EXE, Window-2007 Install all latest patches & Window NT Service Pack install SP7a).
- V. Make registry changes for configuring patch management server.
- VI. All machines should be complied to www.microsoft.com/security.
- VII. Terms and conditions of tender are not negotiable.

15. This tender is not transferable. Further clarification, if any, may be obtained from General Administration Section, Office of Economic Advisor, Department of Industrial Policy and Promotion, Room NO.444-A, Udydg Bhavan, New Delhi. Ph. 23061087.

14. Office of Economic Advisor, Department of Industrial Policy and Promotion, reserves the right to select or reject any or all quotations without assigning any reasons whatsoever.

Encl.a/a


(S. S. Das)
Additional Economic Advisor,
Tele.23063211

Copy to :- NIC, DIPP

Annexure-A

Sl.No.	Item	Quantity	Rates per unit per annum (in Rs.)
1	Total no. of Desk Jet Printer	-> U£	
2	Total no. of Laser Jet Printer	-00	
3	Total no. of Color Jet Printer	05	
4	All in one		
5	Scanners		
6	Total No. of computers	50	
7	Total No. of Laptops	d)..	
8	Server		
9	UPSs for computer	116	

ANNEXURE "B:

Sl.No.	Name of subject and page nos. of submitted quotations	Other related information					
1	Name of the AMC Holder (Ministry/ Department)						
2	Satisfactory performance certificate						
3	Balance Sheet						
4	Total Turn Over in Rs.(lakhs)						
5	Amount received in respect of AMC						
6	Experience of AMC in respect of equipments (total nos. may be indicated in each column)						
		Computers/ Laptops	Printers	UPSs	Server	Scanners	Other items

Copy to:-

NIC, Department of IPP with the request that it may be placed in the website of this Department . . .