

No.D-19015/1/2014-Adm-II
GOVERNMENTOFINDIA
MINISTRYOFPERSONNELPUBLICGRIEVANCES&PENSIONS
DEPARTMENTOFADMINISTRATIVEREFORMS&PUBLICGRIEVANCES
(GENERALADMINISTRATIONSECTION)

No. D-19015/1/2014-GA

Dated 22 December, 2017

Sub: Comprehensive Annual Maintenance Contract for Computers, Laptops, Printers, UPS, Fax, LED TV and Scanners in the Department of Administrative Reforms and Public Grievances (DARPG) for the period of two years from the date of award of contract – reg.

Department of Administrative Reforms & Public Grievances (DARPG) invites tenders for the Comprehensive AMC for the period of two years from the date of award of contract of the following items:-

Sl.No.	Items	Quantity
1.	Desktop Computer	107
2.	Desktop Computer (Software)	13
3.	Computer Lenovo (All-in-one)	02
4.	Color laser printer	12
5.	Laser printer (Duplex series)	18
6.	Laser printer mono	85
7.	All-in-one printer	19
8.	Scanner	60
9.	LCD/LED TV 32 inch	06
10.	LCD/LED TV 84 inch	02
11.	LCD/LED TV 55 inch	04
12.	LCD/LED TV 40 inch	03
13.	UPS-1KVA	73
14.	Laptops	11

Note: Quantity may vary from time to time

2. GUIDELINES FORTHETENDERERS:

(a) Bidders are advised to study the bid document carefully. Submission of the bid shall be deemed to have been done after careful study and examination of all instructions, eligibility, norms, terms and requirement specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected. Failure to furnish

all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.

(b)The bids should be prepared strictly in accordance with the instructions prescribed and be submitted in a properly sealed envelope addressed to Under Secretary (General Administration), Department of Administrative Reforms & Public Grievances, Room No.518, 5thFloor, Sardar Patel Bhawan, Sansad Marg, New Delhi- 110001 and super-scribed "QUOTATION FOR COMPREHENSIVE AMC OF COMPUTERS, LAPTOPS, PRINTERS, SCANNERS, LED TV AND UPS IN DARPG".

(c)The bids are to be submitted in two parts viz."Technical Bid "and" Financial Bid" in separate sealed envelopes **super scribed " Technical Bid" and " Financial Bid"** as the case may be. The Earnest Money Deposit (EMD) be also submitted in a separate sealed envelope and super scribed "Earnest Money". The bid and the EMD shall be placed in one sealed cover and super-scribed as stated above.

(d)The bidder shall submit the Technical Bid in Schedules I, II & III and Financial Bid in Schedule IV of this Tender document. **However, the Financial Bid shall be evaluated on the basis of AMC charges for all the items taken together and not the item-wise lowest rates quoted by the bidders.** The rates should be quoted both in figures and words.

(e) Both the sealed covers should be placed in the main sealed envelope super scribed "QUOTATION FOR COMPREHENSIVE AMC OF LAPTOPS, COMPUTERS, PRINTERS, SCANNERS, LED TV AND UPS IN DARPG" and addressed to the Under Secretary (General Admin), Department of Administrative reforms and Public Grievances, Room No.503, 5th Floor, Sardar Patel Bhavan, New Delhi-110001 so as to reach latest by **3.00 PM on or before 12th January, 2018.** The quotation can also be dropped in the tender box kept on Reception Centre of Sardar Patel Bhawan, Sansad Marg, New Delhi. The technical bid will be opened same day at 3.30 PM . **The Financial Bids of the technically qualified tenderers will be opened on 18th January, 2018 at 3.30 PM.** Any bid/tender received after the due date and time, by what ever means, shall not be accepted.

3.QUALIFYING REQUIREMENTS AND DOCUMENTS TO BE FURNISHED

(b) The bidder should have been in the business of repair and maintenance of Laptop/Computers and peripherals in various organizations at least since last three years, one of which must be a Government department. An annual value of supply

orders/contract not less than Rs. 200 Lakhs during the last three financial years. Documentary evidence along with satisfactory contract /order execution report(s) issued by the concerned organization should be enclosed.

(b)The bidder should furnish the Performance Certificate for rendering satisfactory services of three different organizations of which he under took AMC in the last two years. These certificates should be of only those AMCs having more than 100 Computers and at least one Certificate should be from a Government organization.

(c)Earnest money of Rs. 15,000/-(Rupees Fifteen thousand only) should be paid along with the tender in the form of Demand Draft/ Pay Order/ Banker's cheque drawn in favour of DDO, ARPG. Tender not accompanied with the requisite earnest money will be rejected out rightly without assigning any reasons/entertaining any correspondence. The earnest money of unsuccessful tenderes will be refunded without accrual of any interest, on finalization of tender. The EMD of the successful bidder will be returned after he submits the performance security.

(d)Performance security to the tune of 10% of the contract value will be submitted by the successful contract in the form of DD/Pay Order in favour of DDO, ARPG or bank Guarantee along with the acceptance of contract which would be valid up to the contract period irrespective of its registration status etc. The performance security deposit will be forfeited, if any deviation by the contractor is found from the instructions given by the Department. After expiring of the contract, the same will be returned after deduction of dues, if any, without any interest.

(e)The bidder should furnish all information as sought in this Tender Document and each page of the bid and supporting documents, if any, are to be duly signed by the bidder and affixed with the seal of the company.

(f)Company should be service provider any of IBM, Lenovo, HP, Dell etc and proof in this regard may be attached with the bid.

(g)Company should be registered with ESI & EPFO etc and proof in this regard may be attached with the bid.

(h)The Firm should be private Limited or Limited and must be registered with the Registrar of Companies and with the Delhi Sales Tax Department for Work Contract Tax and proof in this regard may be attached with the bid. The Registered Office of the Agency should be located either in Delhi/New Delhi.

(i) Copy of the TIN/PAN/GST Registration Certificate and Income Tax/ Service Tax filing for the last three years.

(j) Copy of annual turnover for servicing (AMC/FMS) must be more than 200 Lakh for last three financial years. A copy of turn over statement duly certified by the C.A must be enclosed with the tender document.

(k) The annual turnover for servicing (AMC/FMS) should be more than 200 Lakh for last three financial years.

(l) Firm must provide 500 computers, printers UPS AMC satisfactory service certificate from minimum five Govt. organizations.

(m) The firm must have executed minimum one AMC of 1500 PCs & two AMC of 1000 pcs including Lan / networking total details of clients with number of computers be furnished. Also indicate contact person name & telephone number of existing clients.

(n) The Firm should be an ISO 27000-1:2005 & ISO 20000-1:2011 certified for servicing.

(o) The company should be authorized service provide for any of one company like Lenovo/HP/Dell/Acer etc.

(p) 100 engineers should be work company pay roll during last two years and twenty engineers work one single site documentary proof attached with customer order copy & phone number. The Firm should have minimum ten technical resources ITIL Foundation CERTIFIED Engineers and Call coordinators on the site. Company should be certified CMMI Svc / 3

(j) The firm should not have been blacklisted by any Government department. An undertaking may be provided in this regard.

4. GENERAL TERMS & CONDITIONS

(a) The decision of DARPG regarding fulfillment of the requirements of the Technical Bid shall be final and binding.

(b) DARPG reserves the right to reject any/all of the bids without assigning any reason thereof.

(c) The successful bidder shall be required to sign a "Comprehensive AMC Agreement", on a stamp paper of Rs.100/-, to be furnished by him within one week of receiving communication regarding acceptance of his bid.

5. SCOPE OF COMPREHENSIVE AMC AND IT SIMPLE MENTATION

(a) The comprehensive AMC shall include the following:

(i) Repair and maintenance of Laptops, Computers and peripherals, Printers, UPS, LED TV , Fax & Scanners.

(ii) Providing Software support such as loading of operating system, generic software, device drivers of various peripherals and any such software supplied by DARPG.

(b) The Contract or shall deploy one full time Service Engineers in DARPG. They should be equipped with maintenance kits comprising tool box, pen drive, external hard disk, multi meter, diagnostic software and external DVD Writer/combo drives and any other tools required for carrying out such services.

(c) All work under the AMC shall be done during the normal working hours viz. 9.00 am to 6.00 pm, Monday to Friday. The Resident Service engineers will remain in office up to 6:00 pm on all working days. However, in case of exigency of work, they may be required to attend office after 6.00 pm and may even be called to attend office on Saturday/Sunday or any other holiday.

(d) The Contractor shall ensure onsite internal and external cleaning of every Computer, printer and accessories covered under the AMC on quarterly basis. He shall provide the appropriate cleaning materials required for the purpose.

(e) The Contractor shall provide new genuine spares for replacement of parts, which develop defects/suffer break down during the period of AMC. DARPG will only provide items/parts which get consumed by usage such as Toner Cartridge.

(f) The contractor shall repair and maintenance of LED TVs and no service/call charges will be paid by the department. If, contractor call the OEM to rectified the complaints then contractor will pay the service/call charges to OEM .

(f) The Contractor shall rectify the minor complaints on the same day or latest by the next day. In case of major complaints, the equipment shall be set right and restored in working condition within five days from the date of reporting of fault. In case of a major fault, a stand by unit shall have to be provided by the Contractor immediately so that the work of the user/section does not suffer. The provision of stand by unit does not absolve the Contractor from the responsibility of repairing the fault early. If the equipment is not rectified and installed within 5 days, penalty would be levied from the date of complaint. The Contract or shall keep sufficient

Number of spares such as CPUs, Monitors, Keyboards, Mouse, Printers, RAMs, HDDs, CD ROMs/DVD Writers, Printer cables, UPSs etc. as stand by so as to put these in service, when ever required. Any cost incurred towards transportation of the equipment for fault/repair as well as standby equipment shall be borne by the Contractor.

(g) The Contractor shall not utilize any of the two Resident Engineers deployed in DARPG for transportation of the defective equipment(s).

(h)The Contractor, solely this own risk, shall get the work done by his maintenance staff. DARPG shall not, in any way, be liable to incur any expenditure or face any law suit in any court of law for any injury or death suffered by the Contractor's staff during the course of maintenance under this AMC.

6. TERMS OF PAYMENT

(a) The Contractor shall submit the AMC bill on quarterly basis after the end of each quarter. DARPG shall deduct such taxes, duties and any other statutory levies as imposed by the Government from time to time.

(b) If any of the equipment remains non-operational / non-functional beyond the agreed permissible period as specified in Para 5(f) above or/and if stand-by equipment is not provided, then penal deduction @ Rs.250/-peritemper working day, from the day the complaint is made, shall be imposed. However, deduction shall be limited to a maximum amount of Rs.5,000/- per equipment. If the equipment is not put in working condition within a month, DARPG will procure the equipment of similar specification and its cost shall be deducted from the AMC charges. This will be in addition to the penalty levied under this Para.

(c) A penal deduction @ Rs. 250/- per person per working day shall be made from the bills for the number of days the Resident Engineer remain absent.

(d) Pro- rata recoveries for withdrawal from AMC of any of the AMC item shall be made. Further, any equipment can also be added on pro-rata basis during the period of AMC.

(e) GA Section of DARPG will review the status of pending complaints from time to time. If too many complaints are found pending for long, DARPG reserves the right to with hold the payment till all pending complaints are resolved.

7. ARBITRATION

In case of any dispute/ disagreements so as to the interpretation of any clause Or otherwise, relating to the AMC, that may arise during or after the execution of the contract, the matter shall be referred to the person(s) to be appointed or nominated by the DS/Director, DARPG whose decision regarding interpretation shall be final. The proceedings of the arbitration shall be carried out only In Delhi.

8. RENEWAL/TERMINATION OF THE CONTRACT

(a) DARPG reserves the right to abandon or terminate the contract at any time without assigning any reason, after giving one months notice to the Contractor. In the event of the service/work being found unsatisfactory and/ or not according to the standards laid down in the contract, the AMC may be terminated at one months notice (after giving to the Contractor) to show cause as to why such an action should not be taken. In the event of termination of contract on account of unsatisfactory/sub standard services, DARPG shall not accept any responsibility for any loss suffered by the Contractor.

(b) In case of termination of contract on account of unsatisfactory/substandard services, DARPG shall be at liberty to get the job completed from alternative sources at the risk and cost of the Contractor.

(c) The contract may be renewed for a further period of one year or shorter period, as per the discretion of DARPG with same terms & conditions or on the terms & conditions mutually agreed by both the parties.

9. HANDING OVER

(a) At the time of expiry of AMC all the equipments shall be handed over in working condition. The Contractor shall provide services for 10 more working days from the date of the expiry of the contract for smooth transfer of the AMC to the new contractor without any extra cost.

(b) Any equipment not made available in working condition on the last working day of the contract period shall be rectified /repaired by the Contractor within the next 10 working days without any extra cost failing which the equipment shall be got rectified from alternative sources and the cost there of shall be deducted from the AMC payment.


(Arun Kumar Sarkar)

Under Secretary to Government of India
Tele : 23401490

GENERAL INFORMATION

(To be filled in by the bidder for the Technical Bid)

1. Name of the company

2. Head/Regd. Office Address:

(a) Postal

(b) Fax No.

(C) Telephone No. (s)

(b) Fax No.

(c) Telephone No. (s)

(e) Mobile No.

(f) Working Hours

(d) E-Mail Address

5. Type of Organization

Individual

Partnership

Incorporated

6. (i) Year of establishment

(ii) Year in which Computer Hardware Maintenance services were started

7. Amount of EMD deposited

Draft No.

Bank Detail

Amount

8. Period of validity of tender

9. Details of supporting documents enclosed

10. Name and address of the authorized signatory\contact person for this tender

11. Total staff strength of the company on its payroll

12. Whether PAN certificate is attached?

13. GST No.

14. Firm Registration No.

15. Works Contract Tax identification No.

Signature of Tenderer

Date:
Office Seal

Name Place:

Schedule-II

Details of all Annual Maintenance Contracts undertaken since 01.01.2013

Sl. No.	Name and Address of the Organization	Contract Period		AMC details regarding value and quantity of Laptop/Computers/Printers etc.	No. of resident Technical Personnel deployed
		From	To		
1.					
2.					
3.					
4.					

Signature of Tenderer

Date:

Name Place:
Office Seal

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This is to certify that total turnover of M/s. _____ from
Computer Hardware Maintenance Service operations during the last two financial
years viz. 2013-14 and 2014-15 was as follows:

Year 2014-2015 Rs.

Year 2015-2016 Rs.

Year 2016-2017 Rs.

Copies of the balance sheets reflecting the amounts mentioned above are enclosed.

Seal and Signature of the Chartered Accountant with Membership number

Signature of Tenderer

Date:
Office Seal

Name Place:

Schedule-IV

**Schedule of Prices for comprehensive AMC of Computers/ Laptops,
Printers,
UPS and Scanners etc.**

**A. Laptops & Computers (CPU, Monitor, key board, Mouse, Speakers,
Cables etc.)**

Sl. No.	Computer description (Model/configuration)	Quantity	Unit AMC cost including tax(Rs.)	Total AMC cost including tax (Rs.)
Laptop				
	Sony/HP/Toshiba/Apple Macbook Laptop			
Desktop Computers				
	HP/Lenovo/Dell Desktop Computers			
Total AMC Charges				

Signature of Tenderer

Date:

Name Place:
Office Seal

B. Printers

Sl. No.	Printer description (Model/Configuration)	Quantity	Unit AMC cost including tax(Rs.)	Total AMC cost including tax(Rs.)
1	HP LaserJet Printer (Model 1000,1007,1108,1020, 1505, 2015)			
3.	HP LaserJet Multi Functional Printer (128fn and 132 fn)			
4.	HP Color LaserJet Printer (Model HP CP 452DN, 252DN, 1025 and 2015,			
	TOTAL			
	Total AMC Charges			

Signature of Tenderer

Date:

Name Place:
Office Seal

Schedule-IV (Contd.)

C. UPS

Sl. No.	UPS description (model/Configuration)	Quantity	Unit AMC cost including tax(Rs.)	Total AMC cost including tax(Rs.)
1.	UPS 1KVA			
TOTAL				
TotalAMCCharges				

D. Scanners

Sl. No.	Scanner description (model/Configuration)	Quantity	Unit AMC cost including tax(Rs.)	Total AMC cost including tax(Rs.)
1	HP Scan Jet 3000s2			
2.	Canon DR-C130			
3.	HP Scan Jet 8270			
TOTAL				
TotalAMCCharges				

E. LED TV

Sl. No.	TV description (model/Configuration)	Quantity	Unit AMC cost including tax(Rs.)	Total AMC cost including tax(Rs.)
1.	LED TV 84 inch			
2.	LED TV 55 inch			
3.	LED TV 40 inch			
4.	LED TV 32 inch			

GRANDTOTAL OF AMC (A+B+C+D+E) Rs. _____

Date:
Place:

Signature of Tenderer
Name
Office Seal