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F.No. D.19016/1/2006-Admn  
Government of India  
Ministry of Rural Development  
Department of Land Resources  
NBO Building, 'G' Wing, Nirman Bhawan,  
New Delhi – 110 011

Dated: the 25th February, 2009

To

(As per list)

**Sub: Annual comprehensive Maintenance Contract (AMC) for Desktop Computers and Laptop & Printers – regarding**

Sir,

I am directed to invite quotations for award of Annual Comprehensive Maintenance contract of Desktop Computers and Laptops & Printers. The Technical and Financial terms and conditions of AMC shall be as follows:

**(I) TECHNICAL**

- (a) The firm must have at least 5 years experience in maintaining Desktop Computers and Laptops & Printer in Government Organisations, PSUs/Corporate Houses. List of clients indicating the year of working for these organisations may be attached.
- (b) The firm must have expertise in preventative on-site maintenance and repair of Desktop Computers, Printers and Laptops.
- (c) The firm must be registered with Registrar of Companies and with Delhi Sales Tax Department for Works Contract Tax and Services Tax (certificates may be attached).
- (d) The firm must have executed satisfactorily, a minimum of 3 AMCs of Desktop Computers and Laptop & Printer for Ministries/Departments of Government of India. (Sanction letters of the contracts may be attached).
- (e) The firm must have ongoing AMC for Desktop Computers and Laptops & Printers in at least two Ministries/Departments of Government of India. Performance certificate from these organisations alongwith copies of the sanction letter may be attached.
- (f) If the firm meets the above technical requirements then the details may be submitted in proforma at Annexure-I in a sealed cover marked "Quotation for Technical Bids."

**(II) FINANCIAL**

- (a) The rate may be quoted on comprehensive basis for the Desktop Computers and Laptops & Printers in the proforma at Annexure-II in a separate sealed cover.
- (b) The other terms and conditions for awarding the AMC shall be as below :
  - (i) The vendor will provide one resident engineer on all the days from 9.00 AM to 5.30 PM.
  - (ii) In case the Hard Disk goes bad, the firm should replace the Hard Disk with new one and old Hard Disk will not be returned back to firm due to security instructions.
- (c) The firm must be ensured and assured that the firm who enters into the AMC with Department of Land Resources will not outsource it further. Any deviation from this would call the blacklisting.


- (d) The Contract will valid for a period of one year and the period of AMC will be informed after finalisation of the contract. The rates quoted will remain in force for the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Department of Land Resources to extend the terms of the agreement on the same terms and conditions for a further period, if necessary on satisfactory performance of the firms.
- (e) The award has to provide services in the Department of Land Resources located at NBO Building, Nirman Bhawan, New Delhi & Block-11, C.G.O. Complex and at the residence of Senior Officers of this Department at different locations in Delhi.
- (f) At each location, this Department will keep record of Desktop Computers and Laptops & Printers failure including the nature of complaint, date and time of booking the complaint, when the machine as made up and total down time. This record will signed by the firm's service engineer, and the Departments representative. Format for keeping this record will be as per the Annexure-III. This can be done through complaint register, being maintained by Administration Section of the Department of Land Resources.
- (g) The firm will also prepare separate log books for each of the machines to be taken under the AMC and preventive maintenance with virus detection and special cleaning of the Monitor, Keyboard etc. from outside with liquid cleaner and inside will be carried out on quarterly basis. A preventive maintenance report from the use would be submitted to Administration Section failing which an appropriate, penalty would be imposed. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
- (h) The service engineers would take up any reported fault within two hour of registering the complaint. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to workshop the firm would provide a stand-by for the same. The firm will also provide maintenance and repair services on holidays in case of emergency.
- (i) If any Desktop Computers and Laptops & Printer is not compatible repaired within 24 hrs., the firm will provide a stand by Desktop Computers and Laptops & Printer. If however, the firm fails to repair or provide a stand by Desktop computer and Laptop & Printer within 2 days then a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the Desktop Computer and Laptop & Printer is repaired. In case the parts that requires are not available, the same should be replaced with a higher level of part that is compatible with the system. The handing over the damage of faulty parts of the equipments to the firm will be sole discretion of the Department of Land Resources.
- (j) For down time calculation, from the time, the complaint is lodged should be taken as downtime.
- (k) Preventive maintenance (PM) once in three months for all Desktop Computers and Laptops & Printer will be undertaken. If the PM is not carried out within the beginning of the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis.
- (l) Operating System Support: This contract is comprehensive inclusive of OS support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drives, OS upgrade, device drivers, System configuration and network configuration will be attended and rectified by the firm. All required device drivers will be provided by the fire.
- (m) Anti Virus Software (AVS) Support: This contract includes the Anti Virus Software support on the systems covered under this contract. Any problem related with system virus will be attended and rectified by the firm. The firm will update their anti-virus software as and when required and also during preventive maintenance of the systems.
- (n) The faulty power adapter, power cable will be repaired/replaced by the firm.
- (o) New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty.

- (p) The new upgrade item (Memory, HDD,MM kit etc) purchased from the firm or any other vendor and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires or after the expiry of the common date of warranty of upgraded items.
- (q) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (r) The equipment will be over back to the Department of Land Resources in good working condition after the AMC period.
- (s) The equipment is normally required to be repaired in the office only. In exceptional cases when the machine cannot repaired in the office premises and is required to be taken up to the workshop, the firm will have to provide stand by equipment till the faulty machines is repaired. The Department will not make any payment towards cartage and the expenditure for to and fro transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within three working days of taking out of building.
- (t) A 'fall clause' will be effective to the approved rates, i.e. if the firm undertakes identical works in other Ministries/Departments at rates approved by the Ministry/Department, the firm will charge at those rates from this Department as well.
- (u) The firm would use only genuine spare parts of reputed brands. The firm must have Multi OEM product support capability i.e. HP, HCL, Wipro etc. shall act as single point of support contact for all the products.
- (v) The contract may be terminated by this Department at any time without assigning any reason thereof. If the services of the firm are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of the defaulting firm. In this regard, the decision of this Department will be final and binding upon the firm.
- (w) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- (x) The earliest money of Rs.5000/- (Rupees five thousand only) through a demand draft on any scheduled Bank in Delhi/New Delhi drawn in favour of Pay & Accounts Officer, Ministry of Rural Development, Delhi must accompany the "Technical bidding". Quotation received without earnest money will not be considered. Earnest money received from the renderers will be returned without interest immediately after the process of selecting the awardees is over. The other requisite documents mentioned shall be accompanied with the quotation letters. The price/financial quotation will be considered only after fulfilment of technical bid as stated above.

3. The technical bid requirement in a sealed cover super scribed with "Quotation for AMC for Desktop Computers and Laptops & Printers for Technical Bidding". The other sealed envelope containing the quoted rates and document relating to acceptance of all the terms and conditions, etc. may be submitted superscribed with "Quotation for AMC for Desktop Computers and Laptops & Printers for Financial Bidding". Thereafter both the envelop may be placed in another cover duly sealed and super scribed with "Quotation for AMC of Desktop Computers and Laptops & Printers for Technical and Financial Bidding" and addressed to Under Secretary (Admn.), Department of Land Resources. **The sealed quotations may be dropped in the Tender Box placed at the Reception Counter of Department of Land Resources, NBO Building, G-Wing, Nirman Bhawan, New Delhi on or before 1500 hours of 19<sup>th</sup> March, 2009 positively. The Technical Quotations will first be opened on the same day i.e. 19.03.2009 at 1600 hours in the chamber of Under Secretary (Admn) Department of Land Resources.** Date and time for opening of financial bid will be announced on the same day. If interested, the firm representative may be present at the time of opening of Technical and Financial bid quotation letters on the given dates and time. Any tender received in any manner other than through the "Tender Box" and or received after the due time would be summarily rejected without being opened.

4. A firm black list of by any Government Office will not be eligible to participate in this Tender.
5. Quotation received after due date, those received without separate sealed cover and rates not quoted in a specified proforma will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the AMC. The undersigned also reserves the right to reject any quotation without assigning any reasons.
6. The rates quoted should be net and no discount, free services/offers quoted will be considered. For the purpose of clarity, it is brought to the notice of the firms that this Department will not be responsible for damage caused to equipments due to electric fluctuations and any other reasons. The rates quoted should take care of such damages. The firm shall replace/repair equipments damaged due to power fluctuations and any other reasons at their own cost, except, fire, earthquake and natural calamities.
7. A checklist as per specimen Annexure-IV should accompany the Technical Bid.

Yours faithfully,



(S.K. SAXENA)

Section Officer (Admn)

Tele: 23061463

2306 3597

Copy to

ID, MC with the request to place this tender on the web site of ministry of Rural Development, Deptt. of Land Resources.

## 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 Registration.
2. Indicate the date from which the firm is continuously registered with Delhi Sales Tax Department for work contract Tax and Service tax. Also enclose a certified photocopy of the Registration certificate.
3. Indicate whether the firm is the authorized service provider for branded Desktop computers, Printers and Laptops, If yes, please attached 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 tele No.	Details of equipment and numbers along Desktop Computers, Printers and Laptops and other peripherals	No of engineers provided	Period of contract/contract value (Rs. In lakh)

5. indicate whether the firm has expertise in maintaining Desktop Computers and Laptops and peripherals of different brands and vintage. If so, provide supporting documents
6. Attach performance certificates from the existing Government clients.
7. Details of Bank Draft attached: Bank Draft No.....Date .....drawn on bank.....

Signature and full address of the Tender

Annexure - II

List of Laptop

No. of Laptops	Rates per unit for one year	Tax if any	Net Rate per unit for one year
8 (Eight)			

List of Desktop Computers

Total number of Desktop	Rates per unit for one year	Tax if any	Net Rate per unit for one year
90 (Ninety)			

List of Printers

Total number of Printers	Rates per unit for one year	Tax if any	Net Rate per unit for one year
90 (Ninety) Appx			

Address

Month and Date

Failure date/time	Complaint date/time	Complaint number	Attended date/time	Repaired date/time	Down time	Remarks	Engineer name and sign.

**Annexure – IV****Check List**

Sl. No.	Description	Yes/no	Page number
1.	Whether the firm is in existence for more than 5 years in trade		
2.	Previous experience		
3.	Expertise preventive on sit maintenance and repairs etc		
4.	Performance certificate from existing government clients.		
5.	Registration of company with registrar of companies.		
6.	Work contract tax/service tax with Delhi sales tax department.		
7.	Details of earnest money		
8.	Details of service engineers		