

F.No. D-19016/1/2012-Admn  
Government of India  
Department of Land Resources  
Ministry of Rural Development  
NBO Building, 'G' Wing, Nirman Bhawan, New Delhi – 110 011

Dated: 14 September, 2012

To

As per list attached.

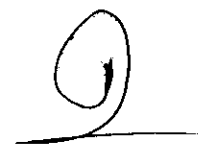
Subject: Annual comprehensive Maintenance Contract (AMC) for computers, printers, UPSs, scanners and Fax machines in the Department of Land Resources.

Sir,

I am directed to invite quotations for award of annual comprehensive maintenance contract of computers/printers/scanner/UPSs, Fax etc. for a period of three years. The period of AMC initially shall be for a period of one year which may be extended one year at a time for further two years subject to satisfactory performance. There shall be no increase in the approved rates during the extended period of contract. The Technical and Financial terms & conditions of AMC shall be as follows:

**(A) TECHNICAL**

- (i) The firm must have at least 5 years experience in maintaining hardware and network systems in LAN environment in Government Organisations, PSUs/Corporate Houses. List of clients indicating the year of working in these organizations may be attached.
- (ii) The firm must have expertise in on-site maintenance and repair of client servers, standalone computers, laser/inkjet/deskjet, printer, network components, scanners and other hardware accessories.
- (iii) The firm must be registered with Registrar of Companies and with Delhi Sales Tax Deptt. for Works Contract Tax and Services Tax (certificates may be attached).
- (iv) The firm must have a minimum of 2 ongoing AMCs of more than 50 computers in LAN environment of Ministries/Departments of Government of India (sanction letters of the contracts may be attached).



- (v) 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".

(B) **FINANCIAL**

1. The rates may be quoted on comprehensive basis for the computers, laptops, printers, servers, scanners and UPSs in the proforma at Annexure-II in a separate sealed cover.
2. The other terms and conditions for awarding the AMC shall be as below:
  - (i) The vendor will provide two resident engineers one each at NBO Building and CGO Complex to handle PCs, Printers, UPSs, Servers and other accessories, software problems on all the days from 9.00 AM to 6.00 PM including holidays (Saturday/Sunday). During the Parliament Session the firm will provide the service of one resident engineer after office hours till 10.00PM. The engineers would be equipped with Mobile Phones to ensure their availability. An amount of Rs.500/- per day will be deducted from AMC payable if any Service Engineer remains absent/leave without providing substitute.
  - (ii) The contract will be initially valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for a full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It shall be open to the Department of Land Resources, Ministry of Rural Development to extend the term of the agreement on the same terms and conditions for a further period of two years, if necessary on satisfactory performance of the firm on same terms and conditions.
  - (iii) The awardee has to provide services in NBO Building (Nirman Bhawan), CGO Complex and at the office of MOS(RD-SA), Krishi Bhawan as well as his residence.
  - (iv) At each location, Department will keep record of machine failure including the nature of failure, date and time of booking the complaint (at mutually agreed locations), when the machine is made up and the total down time. This record will be signed by the firm's service engineer, user and Ministry's representative. Format for keeping this record will be as per the Annexure-IV. This can be done through complaint register, being maintained by Administration Section of the Department.
  - (v) The firm shall 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, printer, key board, mouse etc. from outside

with liquid cleaner and inside will be carried out on quarterly basis. A Preventive maintenance Report from the user would be submitted to Administrative Section failing which an appropriate, penalty for each unit would be imposed by the competent authority of the Ministry. The penalty will be recovered either by payment by the vender to the Department or through deduction in the monthly/quarterly bill amount or from the security deposit. The quarterly payment will strictly be made on the basis of satisfactory report from the user.

- (vi) The service engineers would take up any reported fault within one hour. As far as possible, the repairs would be carried out on-site.. However, in case the equipment is taken to the workshop, the firm would provide stand-by equipment for the same. Also stand-by inventory of Monitor, CPU, Printer, HDD, RAM, Mouse and UPS should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency.
- (vii) If any PC/Accessory is not compatible repaired within 24 hrs., the firm will provide a stand by PC/Accessory. If, however, the firm fails to repair or provide a stand-by PC/Accessory 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 PC/Accessories are repaired. In case the parts that requires are not available, the same should be replaced within 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.
- (viii) For down time calculation, the day on which the call is lodged will not be taken as part of downtimes. Also if the user is not able to hand over the system to the engineer of the firm for maintenance purpose, such time will not be considered for the down time penalty.
- (ix) The necessary support for maintaining VIRUS free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism would be provided by the firm.
- (x) Preventive maintenance (PM) once in three months for all systems, Printers & Scanners 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.
- (xi) Operating System Support: This contract is comprehensive inclusive 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 to & rectified by the firm. All required device drivers of reputed brand will be provided by the firm.

- (xii) Anti Virus Software (AVS) Support: This contract includes the Anti Virus software support on the systems covered under this contract. Any problem related with virus will be attended and rectified by the firm. The firm will update the anti virus software as and when required and also during preventive maintenance of the systems.
- (xiii) System maintenance charges shall not include the cost of consumable and supply and ribbons, media like magnetic tape, cartridge, floppy diskettes, print heads, computer stationery and CDs. The faulty power adapter, power cable & printer interface cable will be repaired/replaced by the firm. Laser/Inkjet, Printer maintenance charges include replacement/repair of all faulty or broken parts and spares except Toner/ink Cartridge & Print Cartridge.
- (xiv) New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty.
- (xv) The new upgraded 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 as soon as warranty expires or after the expiry of the common date of warranty of upgraded items.
- (xvi) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (xvii) The equipment will be handed over back to the Department in good working condition after the AMC period.
- (xviii) The machines are normally required to be repaired in the office only. In exceptional cases when the machines cannot be repaired in the office premises and are required to be taken to the workshop, the firm will have to provide stand by machine till the faulty machines are repaired. The Department will not make any payment towards Cartage for to and fro transportation of the equipment by the firm for repair. The machines taken out of building for repair should be returned within two working days of taking out of building. Delay in returning the machines within this period shall attract penal deduction @Rs.250/- for each computer and Rs.150/- for each printer and UPS per day beyond the stipulated period.
- (xix) The firm would use only genuine spare parts of reputed brands.

- (xx) The contract may be terminated by the 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 the Department will be final and binding upon the firm.
- (xxi) Mouse Pads shall be provided by the firm as and when required.
- (xxii) Quarterly payment would be made after satisfactory completion of each quarter. No advance payment in any case would be made.
- (xxiii) The earnest money of Rs.10,000/- (Rupees ten thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Pay & Accounts Officer, Department of Land Resources, New Delhi must accompany the "Technical bidding" quotation letter. Quotation received without earnest money will not be considered. Earnest money received from the tenderers 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 fulfillment of technical bid as stated above.
- (xxiv) To ensure due performance of the contract, Performance Security is to be obtained from the successful bidder awarded the contract. Performance Security should be for an amount of 10% of the value of the contract. Performance Security may be furnished in the form of an Account Payee Demand Draft, Fixed Deposit Receipt from a Commercial Bank, Bank Guarantee from a Commercial Bank in an acceptable form safeguarding the purchasers' interest in all respects.
- (xxv) Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
- (xxvi) Bid security should be refunded to the successful bidder on receipt of Performance Security.

3. The technical bid requirements in a sealed cover super scribed with 'Automation for AMC computer, printer and peripherals". The other sealed envelop containing the quoted rates and document relating to acceptance of all the terms and conditions etc. may be submitted super scribed with quotation for AMC computer, printer and peripherals for financial bidding." Thereafter both the envelopes may be placed in a third sealed cover super scribed with "Quotation for AMC of computers/printers and peripherals for technical & financial bidding" and addressed to Shri Anoop Kumar, Under Secretary (Admn), Department of Land

Resources and sealed quotations may be dropped in the "TENDER BOX" placed at the Gate of NBO Building, Ground Floor (near Axis Bank), Department of Land Resources, Ministry of Rural Development, NBO Building, 'G' Wing Nirman Bhawan, New Delhi on or before 03.00 PM of 19.10.2012. The technical quotations will first be opened on the same date at 4.00 PM in the chamber of Under Secretary (Admn). After scrutiny and satisfactory technical bidding specifications, the Department will shortlist technically eligible tender and call them for opening of sealed "Financial Bid" sealed letters on 30.10.2012 at 03.00 PM in Room No. 3. 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.

4. A firm blacklisted by any client will not be eligible to participate in this tender.
5. Quotation received after the due date, those received without separate sealed cover and rates not quoted in specified proforma or without EMD will not be accepted. The Department reserves the right to reduce or increase the number of items offered for maintenance contract during the AMC. The Department also reserves the right to reject any quotation without assigning any reason.
6. The rates quoted should be of net chargeable amount and no discount, free service/offers quoted will be considered. For the purpose of clarity, it is brought to the notice of the firms that Department will not be responsible for damage caused to equipments due to electric fluctuations and any other reasons. 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 check list as per specimen Annexure-III should accompany the Technical Bid.

Yours faithfully,



(Anoop Kumar)

Under Secretary to the Govt. of India

Copy to:

1. All Ministries/Departments of the Govt. of India
- ✓ 2. PSA, NIC with the request to put the Tender Notice on the e-procurement and Department's web-sites.

## QUOTATION FOR TECHNICAL BIDDING

The Technical Bids should include the following details/documents.


- (i) The date of commissioning of the firm and a certificate of its continuous functioning in the repair/maintenance business. Please enclose a certified photo-copy of the Company Registration.
- (ii) Indicate the date from which the firm is continuously registered with the Delhi Sales Tax Department for Work Contract Tax & Service Tax. Also enclose a certified photocopy of the Registration Certificate.
- (iii) Indicate whether the firm is the authorized service provider for branded computers. If yes, please attach certified photocopies of all the supporting documents.
- (iv) Please provide the details of ongoing maintenance contracts being executed by the firms. Specifically, highlight those in the Government Sector :-

S.No.	Name and address of the Agency with Tele No.	Details of equipment and Nos. (Network servers and clients) and stand alone PCs, Laptops, Printers and other peripherals.	No. of resident engineers provided	Period of contract/contract value (Rs. In lakhs)

- (v) Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
- (vi) Whether the firm has experience in LAN maintenance ? If so provide supporting documents.
- (vii) Performance Certificates from the existing Govt. clients.
- (viii) Details of Bank Draft attached. Bank Draft No. \_\_\_\_\_  
Dated \_\_\_\_\_ Drawn on Bank \_\_\_\_\_

## CHECK LIST

Sl. No.	Description	Yes/No	Page No.
1.	Whether the firm is in existence for more than 5 years in the trade		
2.	Previous experience		
3.	Expertise preventive onsite maintenance and repairs etc.		
4.	Performance certificate from existing Govt. clients		
5.	Registration of Company with Registrar of Companies		
6.	Work Contract/Tax/Service Tax with Delhi Sales Tax Department		
7.	Details of E.M.D.		
8.	Details of Service Engineers		





**LIST OF DESKTOP COMPUTERS, PRINTERS, LAPTOP AND FAX****Desktop Computers**

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

**Laptop/Note book**

Total number of Laptop	Rates per unit for one year	Tax if any	Net Rate per unit for one year
12			

**Computer Printers**

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

**Fax machine**

Total number of Fax Machine	Rates per unit for one year	Tax if any	Net Rate per unit for one year
15			

**Scanners**

Total number of Scanner	Rates per unit for one year	Tax if any	Net Rate per unit for one year
10			

**UPS**

Total number of Fax Machine	Rates per unit for one year	Tax if any	Net Rate per unit for one year
20			