

E-31548

No. 19011/01/2017-Genl.
Ministry of Heavy Industries & Public Enterprises
Department of Public Enterprises

Public Enterprises Bhawan,
Block No.14, CGO complex,
Lodi Road, New Delhi-110003.
Dated: 17th November, 2017.

To

(THE INTRESTED BIDDER)

Subject: **Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops & Servers etc.**

I am directed to invite sealed Tenders for award of Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc. installed in the Department of Public Enterprises. Interested firms may send their tender along with a Bid Security Deposit of Rs.30,000/- (Rupees Thirty Thousand Only) in the form of Account Payee Demand Draft from any nationalized bank in favour of "D. D. 0, Department of Public Enterprises, CGO Complex, Lodhi Road, New Delhi."

2. The tender document may be downloaded from the website of www.dpe.gov.in. In case of any query, please contact to the Under Secretary (Admn), Room No.409-A, Department of Public Enterprises, Block No.14, CGO Complex, Lodhi Road, New Delhi - 110003 (Tele. No. 011-24366820).

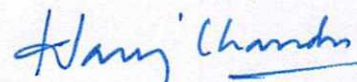
3. The quotations may be submitted in two bids, viz. technical and financial in separate sealed covers. Technical Bid should contain company profile and authenticated documents to prove the eligibility of all conditions as per **Annexure-II**. The Financial Bid should contain only the Financial Charges as per **Annexure-III**. Omission of any of the demanded documents may result in the rejection of their entire tender. They should go through the tender advertisement thoroughly and submit their quotations only if they meet terms and conditions of the Department of Public Enterprises as detailed in **Annexure - I**.

4. The firms should submit the quotations in separate sealed envelopes. Both sealed covers should be placed in the main sealed envelope super scribed "Tender for Annual Maintenance Contract of Desktop, Printers, Scanners, Laptops & Servers etc." and the same should be addressed to "The Under Secretary (Admn), Department of Public Enterprises, Block No.14, CGO Complex, Lodhi Road, NewDelhi, and should be deposited in the Tender Box kept for the purpose in the Department, latest by **3:00 PM on 5th December, 2017**. The quotation/tender received after the last date and time prescribed would not be opened and would be summarily rejected.

5. The technical bids will be opened at **3:30 PM on 05.12.2017** in Room No.409-A in the presence of participating bidders, who may like to be present in person or through their duly authorized representative. The Committee/competent authority will assess the ability of the agencies based on its record, profile, criteria as per technical bids. The financial bids will be opened for those firms only which qualify the technical bids.

6. The Firms/bidders should not have been blacklisted by any Ministry/Department of the Government of India. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealings with Government Ministries/ Departments have not been banned.

7. The Department reserves the right to cancel any or all of the Tenders without assigning any reason.



(Harish Chanrda)

Under Secretary to the Govt. of India

Tele.No.011-24366820

Enclosure:

- (i) Detailed job requirement and terms & conditions(Annexure-I)
- (ii) Format of Technical Bid (Annexure-II)
- (iii) Format of Financial Bid (Annexure-III).

To

The Technical Director (NIC), Department of Public Enterprises, New Delhi. The aforesaid letter may kindly be up-loaded in a non-editable version on this Department's official website www.dpe.gov.in.

**Department of Public Enterprises
CGO Complex, New Delhi**

General terms and conditions

1. The firms should have at least three (3) years experience in maintenance of Desktop Computers, Laptops, Printers, Scanners and Servers etc. They also should have successfully executed AMC in at least five (5) Central Government Organizations. A copy of the last five years AMC should be enclosed along with the sanctioned letter along with the list of clients, indicating the year of working for them.
2. The Firm should provide one Resident Engineer who should be well qualified with a minimum of five (5) years' experience (supporting documents relating to qualification and experience should be attached).
3. The resident engineer should be available on every working day from 9:00 AM to 5:30 PM including Saturday. His services may be required on odd hours and also on holidays as the situation demands. The engineer should have an exposure and experience of apple products and their operating systems.
4. The power adapters of laptops and scanners should be replaced with new OEM adapters. The faulty adapters should not be repaired.
5. In case the hard disk turns out to be faulty or defective, it should be replaced with a new hard disk. The old/faulty hard disk will not be returned back to the vendor due to the security restrictions. It may kindly be noted that the hard disks that is kept as a standby will not be returned to the vendor.
6. The firm who enters into the AMC contract with Department of Public Enterprises will not outsource it further. Any deviation from this would lead to blacklisting.
7. The AMC will be given initially for a period of one year after finalization of the contract. The rates quoted will remain in force for the entire 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 Cabinet Secretariat to extend the terms of the agreement for a further period on satisfactory performance of the firm.

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8. The firm shall provide services during office hours in Department of Public Enterprises, New Delhi and at the residences of Senior Officers of this Secretariat at different locations in New Delhi (including Saturdays/ Sundays and Holidays) without any additional cost.
9. The firm should have minimum annual turnover of services to the tune of **Rs.30 Lakhs** exclusively from the AMC services. The firm should attach documents in support of annual turnover during the preceding five years as per tender document.
10. At each location, this Secretariat will keep record of Desktop Computers and Laptops, Printers, Scanners and Servers. Log-report of the firm will indicate the nature of complaint, date and time of booking the complaint, time when the machine is repaired and total down time. This record will be signed by the firm's service engineer, and user.
11. The firm will also prepare a 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, CPU, Keyboard 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 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.
12. The service engineers would take up any reported fault **within two hours**. 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 with same configuration or higher. The Department will not make any payment towards cartage and the expenditure for the to and fro for transportation of the machines should be borne by the firm. The equipment taken out of building for repair should be returned within two working days of taking out of building failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.
13. If any Desktop Computers and Laptops etc. is not repaired within 24 hrs. the firm will provide an unused standby Desktop Computers and Laptops etc. If however, the firm fails to repair or provide a stand-by desktop computer and

laptop, before picking-up the defective desktops/laptops failing which a penalty of **Rs.500/- (Rupees Five Hundred Only)** per day for delay. Same procedure will also be followed for Printers, Scanners and Servers. In case the required part is not available, the same should be replaced with a higher level of part that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Department of Public Enterprises.

14. For down time calculation, from the time the complaint is lodged should be taken as downtime.
15. **Preventive maintenance (PM)** Once in three months for all Desktop Computers, Laptops, printers, scanners and servers etc. will be undertaken. If the PM is not carried out within the beginning the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis.
16. **Operating System Support:** 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 and rectified by the firm.
17. **Anti-Virus Software (AVS) Support:** Anti-Virus software support on the systems covered under this contract. Any problem related with system virus shall be attended to and rectified by the firm. The firm will update anti-virus software as and when required and also during preventive maintenance of the systems.
18. New equipment purchased will be included in AMC as soon as warranty expires.
19. The new upgrade item (Memory, HDD, MM Kit etc.) purchased from the firm or any other vender and upgraded into the existing AMC system, will be included in AMC with the firm as soon as warranty expires.
20. The firm would use only OEM spare parts. The firm must have Multi-OEM product support capability i.e. HP, HCL, Dell, Lenovo etc. and shall act as single point of support contact for all the products. An OEM service provider certification in this regard should be submitted. A certificate is too given by the firm in each case/repair that OEM products parts are used.
21. It is mandatory that the firm should maintain inventory of spares in Department of Public Enterprises under the custody of resident engineer.

22. The firm must ensure and assure the availability and arrangement of OEM mother boards for the desktops which are under AMC. Only those companies who can ensure and assure the arrangement of OEM mother board should apply.
23. Duration of the Contract: The Contract will be valid for a period of 12 months. In case the services of the Contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the Contract.
24. The Firm must provide new Teflon from OEM for the printers in case the Teflon needs to be replaced without any extra cost.
25. The firm must provide new Laptop battery, Laptop adapter, keyboards of OEMs, in case the battery gets drained out or the keyboard becomes malfunctioning, without any extra cost. Similarly, keyboard and the mouse of Desktops should be replaced with the new ones, that too of OEM only without any extra cost, if they go faulty during the current contract. The mouse/ Keyboard could be of USB or PS2 as per demand. The keyboards and the mouse cannot be repaired due to security reasons.
26. The company which has been awarded AMC should carry out the inspection of the hardware within two weeks before the start of the AMC.
27. The company should ensure and assure the availability of the mother-boards of the brands put on AMC.
28. Engineer should be on the payroll of the company, valid documents may be attached.
29. The firm should have adequate technical staff in New Delhi with expertise in dealing in various flavors of Windows Operating System.
30. The contract shall be subject to the Indian laws and Jurisdiction of the Courts located in Delhi.

**Signature of the authorized
signatory of the Tenderer with
seal of the Firm**

Annexure-II**Technical Bid**

Subject: **Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops and Servers etc.**

S. No.	Particulars	To be filled by the Tenderer
1	Details of the firm: (a) Name (b) Address (c) Name of proprietor (d) Telephone No. (e) Mobile No. (f) Email address (g) Name of business partner, if any	
2	Details of Demand Draft: (i) Amount (ii) Demand Draft No. (iii) Date (iv) Issuing Bank	
3	Proof experience: (i) 5 years' experience in Central Govt. Organization (ii) Work experience in 5 different Central Govt. Organization	
4	Required attested documents: (i) The audited accounts (ii) IT Returns filed and (iii) IT Clearance Certificate (iv) Sales Tax Certificate (v) PAN/TAN Card (vi) GST Registration No. (vii) ISO 20000:1:2011 certification	
5	Affidavit for non-blacklisting	
6	Details of resident engineer: (a) Name (b) Address (c) Qualification (d) Details of Diploma (e) 5 years experience	

Note:-Only requisite documents are to be attached. Kindly attach documents in proper indexing.

Place:

Signature of the authorized
signatory of the Tenderer
with seal of the Firm and date

Financial Bid

Subject: **Subject: Invitation to Tender for annual maintenance contract of Desktop, Printers, Scanners, Laptops etc.**

S.No.	Item with description	Quantity	Rates per Unit for One year (inclusive all taxes in Rs.)
1.	DESKTOP COMPUTERS <u>Item Description</u> Qty Processors - Server -	102	
2.	ALL IN ONE DESKTOP <u>Item Description</u> Qty	27	
3.	PRINTERS <u>Item Description</u> Qty	82	
4.	COLOR PRINTERS <u>Item Description</u> Qty	17	
5.	SCANNERS <u>Item Description</u> Qty	15	
6.	LAPTOPS <u>Item Description</u> Qty	10	

*The number of machines may be increased/decreased.

Place :

Date :

Signature of the authorized
signatory of the tenderer with
seal of the firm