

No.19013/3/2016-Genl
Government of India
Ministry of Textiles
(General Section)

Udyog Bhawan, New Delhi
23rd November, 2016.

To,
As per list

Subject:- Tender for comprehensive Annual Maintenance Contract(AMC) for computers, laptops, printers and peripherals in the Ministry of Textiles, New Delhi.

Sir/Madam,

I am directed to say that this Ministry intends to award Comprehensive Annual Maintenance contract(AMC) for computers, laptops, printers and peripherals initially for a period of one year. Details of computers, laptops, printers and peripherals etc. are given in Annexure-I. The technical and financial terms and conditions of the AMC shall be as follows:-

(A) Technical

- (i) The firm should be in existence for not less than **Five Years** in the maintenance business of hardware and network systems with turn over of minimum **Rs.25 lakh per annum** during the **last three years**.
- (ii) The firm must have experience of five years in maintaining computers, laptops, printers and peripherals in Central Government Ministries/ Departments and PSUs. The firm should provide certificates from the Original Equipment Manufacturers(OEM) that the company is authorized and competent to take up AMC. Performance certificates from existing Govt. clients must be attached with the tender.
- (iii) The firm must have expertise in preventive on site maintenance and repair of Desktops, Laptops, Projectors, Laser/Inkjet Printers/Multi Functional Devices network component, scanners, and other hardware parts and accessories.
- (iv) The firm should be a reputed one having its registered office in Delhi. The firm should be registered under the Delhi Sales Tax/Service Tax or Delhi Value Added Tax (DVAT) Act, 2004.
- (v) Only those firms which meet the above requirements should submit their bids.
- (vi) Resumes of the Engineers to be deployed under the contract must be attached.
- (vii) Proof of PAN/TIN No. should be enclosed

(B) FINANCIAL

1. The rates may be quoted on comprehensive basis for the computers, laptops, projectors, printers, scanners and UPSs etc.
2. The other terms and conditions governing the AMC shall be as follows:-
 - (i) The firm will provide two Resident Engineers from 9.00 AM to 5.30 PM on all working days. The engineers should be equipped with mobile phones to ensure their availability. In the event of Service Engineer remaining absent/on leave, without substitute thereof, deduction will be made @ Rs.1000/- per day of absence, from the contracted amount.
 - (ii) The contract will be valid for a period of one year. The period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for the full period of the contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry of Textiles to curtail or extend the term of the Agreement subject to satisfactory performance of the firm.

- (iii) The awardee firm has to provide services in Udyog Bhawan and at the residence of Ministers and senior officers of this Ministry at different locations in New Delhi.
- (iv) The firm will prepare separate log books for each of the machine 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 SO, General Admn. Section of the Ministry, failing which appropriate penalty would be imposed.
- (v) The service engineers would take up repair work for any reported fault within one hour. As far as possible, the repair would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand by equipment for the same. Also a stand-by inventory of Monitor, CPU, Laser Printer, HDD, RAM, Mouse and UPS should be available with the service engineer at all the times. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of drivers of the machine (branded one like HP, Lenovo, Apple etc.) they will arrange from their sources.
- (vi) In case the requisite parts are not available, the same should be replaced with the parts of higher compatible level with the systems.
- (vii) The necessary support for maintaining virus free computer environment in the Ministry and assistance in upgrading the software/virus detection mechanism would be provided by the firm.
- (viii) In case of firm backing out midstream, without any explicit consent of this Ministry, the firm will be liable to recovery at higher rates, vis-à-vis those contracted, which may have to be incurred by this Ministry on maintenance of machines for the balance period of contract by alternative means.
- (ix) The above act of backing out would automatically debar the firm from any further dealing with this Ministry and the EMD amount shall also be forfeited.
- (x) Payment will be made on quarterly basis after satisfactory completion of work each quarter. No advance payment would be made in any case.

3. The bidding firms are required to deposit Bid Security (Earnest Money) of Rs.25,000/- (Rupees twenty five thousand only) in the form of Bank Draft in favour of Drawing & Disbursing Officer, Ministry of Textiles, New Delhi along with the Technical Bids. The Earnest Money will be refunded to the unsuccessful bidders after finalization of the bids.

4. The successful bidder will have to deposit Performance Security Money for an amount of five percent of the value of annual contract 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 this Ministry's interest in all respects. Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the firm including warranty obligations. Bid Security of the successful bidder will be refunded on receipt of Performance Security.

5. The Ministry reserves the right to accept or reject any or all the bids without assigning any reason thereof.

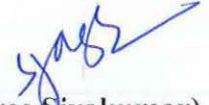
6. Interested and eligible firms may submit Technical and Financial Bids (in prescribed Formats as given in Annexure-II & Annexure-III respectively) in separate sealed covers. Both these covers should be further sealed in a separate cover which should be superscribed "Bid for Comprehensive Maintenance Contract for computers, printers and peripherals etc." addressed to the **Under Secretary (Admn.), Ministry of Textiles, Room No. 29B, Udyog Bhawan, New Delhi** and should reach her latest by 03.00 PM on

15th December, 2016. Bids received after the stipulated date/time shall not be entertained. **The Bids will be opened on 15th December, 2016 at 03.30 P.M. in Room No. 29B, Udyog Bhawan, New Delhi** in the presence of the bidders or their representatives who may wish to be present.

7. Bids received without sealed cover or not in the specified Proforma will not be accepted.

8. The above particulars are also available on the Ministry of Textiles' website i.e., texmin.nic.in.

Yours faithfully,



(Jayashree Sivakumar)

Under Secretary to the Govt. of India

Tel No. 23062256

Copy to:-

1. All Ministries/Departments of Govt. of India (for their respective General Sections) with the request to bring it to the notice of the AMC contractors engaged by them for maintenance of computers and peripherals.
2. NIC Cell, Ministry of Textiles with the request to upload it in the Website of the Ministry of Textiles.
3. CPP Portal of Govt. of India
4. Notice Board, Ministry of Textiles.

Annexure-I

Details of computers and peripherals for AMC

Sl. No.	Details of items for maintenance	Quantity
1.	Computer(of all makes : HP make Intel core, i3, intel core i5) Computer includes – processor, motherboard, components on the motherboard, RAM, VRAM, Power Supply, Hard Disk, Floppy Drive, CD Drive, Video card, Sound card, Lan card, SCSI card, Monitor, Key Board, Mouse, Speakers, Mic, Connection cords, installations of all device drivers etc.)	200 Nos.
2.	Laserjet Printer (of all makes like : HP-1025 HP-1300, HP-1200, HP1007, 1108, Samsung ML-1866 and colored printers.	200 Nos.
3.	UPS (of all makes) includes all the parts of UPS , connection cord etc.	180 Nos.
4.	On-line UPS(5.0 KVA & 10.00 KVA)	03 Nos.
5.	Scanner (of all makes) SCSI card, connection cords, installation of device drivers etc.	5 Nos.
6.	Laptop(HP make Core i3, i7) with all accessories.	5 Nos.
7.	Projector(Sony make)	01 Nos.
8.	Server HP ML-350	02 Nos.

Format of Technical Bid

1. Name of the Firm :
2. Year of incorporation :
3. Name of the owner / proprietor:
4. Address of the registered office of the firm:
5. Telephone / Mobile No.:
6. Registration No. of Delhi Sales Tax / Delhi Value Added Tax (A copy of the Registration Certificate to be attached):
7. PAN No. of the firm (A copy of PAN Card to be enclosed):
8. Experience in years (Documentary proof in support thereof may be attached):

Name of the Ministry/Departments/PSUs	Period (From-To)

9. Annual Turnover during the last three years:
(Attach documentary proof duly certified by a Chartered Accountant)

Period(From-To)	Turn Over
2013-14	
2014-15	
2015-16	

10. Details of Bid Security(Earnest Money):

Demand Draft Amount	
Demand Draft Number	
Demand Draft Date	
Name of Issuing Bank	

(Signature of the Owner/Proprietor with seal)

Date:

Place:

Note : Bids received without above mentioned documents will be rejected summarily.

Format of Financial Bid

Sl. No.	Details of items for maintenance	Quantity	Rate per unit for a year	Total
1.	Computer(of all makes : HP make Intel core, i3, intel core i5) Computer includes – processor, motherboard, components on the motherboard, RAM, VRAM, Power Supply, Hard-Disk, Floppy Drive, CD Drive, Video card, Sound card, Lan card, SCSI card, Monitor, Key Board, Mouse, Speakers, Mic, Connection cords, installations of all device drivers etc.)	200 Nos.		
2.	Laserjet Printer (of all makes like : HP-1025 HP-1300, HP-1200, HP1007, 1108, Samsung ML-1866 and colored printers.	200 Nos.		
3.	UPS (of all makes) includes all the parts of UPS , connection cord etc.	180 Nos.		
4.	On-line UPS(5.0 KVA & 10.00 KVA)	03 Nos.		
5.	Scanner (of all makes) SCSI card, connection cords, installation of device drivers etc.	5 Nos.		
6.	Laptop (HP make Core i3, i7) with all accessories.	5 Nos.		
7.	Projector(Sony make)	01 Nos.		
8.	Server HP ML-350	02 Nos.		

Note: The rates quoted should be exclusive of VAT.

(Signature of the Owner/Proprietor with seal)

Date:
Place: