

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

Udyog Bhawan, New Delhi
Dated October, 2016.

To,
As per list,

Subject:- Tender for comprehensive Annual Comprehensive Maintenance Contract(AMC) for computers, 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, printers and peripherals etc. initially for a period of one year. Details of computers, 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 have been in existence for not less than five years in the trade with the maintenance business (service business turn over of minimum Rs. 25 lakh per annum during the last three year.
- (ii) The firm must have previous experience of maintaining hardware and network systems in Government organizations/PSUs and provide certificates from the Original Equipment Manufacturer(OEM) that his company is authorized and competent to take up AMC. Performance certificates from existing Govt. clients (Central Govt. organizations) 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 Function Devices network component, scanners, and other hardware parts and accessories.
- (iv) The firm should be a reputed firm 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) If the firm meets the above technical requirements, it may apply in the proforma at Annexure-II in a sealed cover.
- (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 in the proforma placed at Annexure-III in a sealed cover.
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 and 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 demands for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry of Textiles to extend the term of the agreement on the same terms and conditions for further period subject to satisfactory performance as deemed necessary.

- (iii) The awardee firm has to provide services in Udyog Bhawan and at the residences of Minister 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 any fault reported 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, HCL, 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 softwares/virus detection mechanism would be provided by the firm.
- (viii) It may also be noted that 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) No advance payment would be made in any case. However, quarterly payment after satisfactory completion of work each quarter would be made.

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 DDO (Cash), 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 for the Ministry of Textiles" addressed to the **Under Secretary (Admn.), Ministry of Textiles, Room No. 29B, Udyog Bhawan, New Delhi** and should reach

him / her latest by 03.00 PM on 31st October, 2016. Bids received after the stipulated date/time shall not be entertained. **The Bids will be opened on 31st October, 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. Tenders received without sealed cover or without quoting rates in the specified proforma will not be accepted. The Ministry also reserves the right to reject any tender without assigning any reason.

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). It is requested that this may be brought to the notice of the AMC contractors engaged by them for maintenance of computers and peripherals for responding to this Ministry in case they are interested.
2. NIC Cell, Ministry of Textiles with a request that this may be placed on the Website of the Ministry of Textiles.
3. CPP Portal of Govt. of India

Annexure-I**Details of computers and peripherals for AMC for one year**

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. Name of the owner / proprietor:
3. Address of the registered office of the firm:
4. Telephone / Mobile No.:
5. Registration No. of Delhi Sales Tax /
Delhi Value Added Tax (A copy of the
Registration Certificate to be attached):
6. PAN No. of the firm (A copy of PAN
Card to be enclosed):
7. Experience in years (Documentary proof
in support thereof may be attached):
8. Annual Turnover during the last three years:
(Attach documentary proof)
2013-14:
2014-15:
2015-16:
9. 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	Remarks if any
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: