

F.No.D.19015/1/2017-Admn.II(LD)

Government of India

Ministry of Law and Justice

Legislative Department

Shastri Bhawan, New Delhi

Dated the 15<sup>th</sup> March, 2017

**TENDER NOTICE**

Subject:- Awarding Comprehensive Annual Maintenance Contract for Desktops computers Laptops/Printers/UPSs/Servers/Faxes and Multifunctional Printers of this Department for a period of one year w.e.f. 01.05.2017.

I am directed to invite the quotations for awarding of contract (AMC) for Computer and its peripherals, Fax Machines, Multifunctional printers and server installed in this Department. The details of above are as under:-

No. of Desktops Computer	No. of Printers	No. of Multifunctional Printers/Fax	No. of Laptops	No. of UPSs	No. of Servers
122*	100*	28*	18*	75*	1

\*Likely to increase or decrease

2. It is requested that the quotation may be sent to the undersigned in a scaled cover super-scribing "Quotation for Maintenance Desktops computers Laptops/Printers/UPSs/Servers/Faxes and Multifunctional Printers" latest by 15.04.2017 up to 2:00 P:M. The Quotation will be opened on the same day at 4:00 P:M in no. 438 'A' Wing, Shastri Bhawan, New Delhi. The agreement of terms and conditions of the contract will be as follows:-

- a) Upkeep and maintenance of the hardware installed.
- b) To provide and maintain the required drivers and additional peripherals and hardware for maintaining the equipment's.
- c) Repair to be carried out at the location of the equipment.
- d) Standby arrangement to be made in case the equipment is to be taken to workshop for repairs.

- e) Support for users and troubleshooting of software and removal of virus and re-installation of software, if corrupted. (Anti-Virus Software will be provided by office.
  - f)
  - g) Any other maintenance work to be undertaken related to the computer/peripherals.
  - h) Maintenance of system in LAN/Domain and maintaining the required system configuration as well.
2. The contract would be comprehensive i.e including replacement of parts of Original Equipment's Manufacturer (OEM) nature. The interested agencies will submit the rates for comprehensive (As per Annexure B) on or before **15.04.2017 by 2:00 PM.**
3. Interested firms are hereby requested to furnish their proposals/rates through two bid systems i.e Technical Bid (Annexure-A) and Financial Bid (Annexure-B) for comprehensive nature.
4. The list of computers, printers, UPSs, networking hardware's etc. is attached as Annexure-B.
5. The Technical and financial terms and conditions of AMC shall be as follows:
- (i) The firm/company must be registered as a firm or as a company with the Registrar of Firms or Registrar of Companies.
  - (ii) The firm/company should be in existence for over 3 years in the trade as on 31.3.2016.
  - (iii) The firm/company should have a previous experience in maintenance of such equipment's with Government Department/Public Sector Undertaking in Delhi. Necessary papers must accompany the technical bid. The firm/company must have expertise in on-site maintenance and repair of computers, laser jet printers, network components, peripherals and other hardware parts and accessories.
  - (iv) The firm/company also must have expertise and experience in LAN troubleshooting.

- (v) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with genuine part of same specification and warranty. (for comprehensive rate contract)
- (vi) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard OEM components for replacement. Until and unless written orders of the Under Secretary, Department are conveyed, the original specification/ characteristics/ features shall not be changed.
- (vii) The firm/company should produce the self-attested photocopies of documents related to allocation of Registration Number, PAN Number, Service Tax number, etc

**6.** The other terms and conditions for awarding the AMC shall be as under:

- (i) The initial period of contract will be for one year from the date of award of 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. The AMC can be extended, if so desired by the Ministry/Department, based on the performance of the service provider.
- (ii) The firm/company will prepare logbooks for each of the machines to be taken under the AMC and Preventive maintenance with virus scanning and virus removal and special cleaning of the Monitor, printer, keyboard, mouse etc. from outside with liquid cleaner will be carried out on quarterly basis.
- (iii) The service engineers would take up any reported fault within two hours. 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 a standby for the same.
- (iv) The firm must carry out repairs within 24 hours, to the satisfaction of the user. A call sheet duly signed by user and should be submitted to the Admn.II Section after successfully attending the call.
- (v) The successful bidder shall provide necessary support for maintaining virus free computer environment in the Department and help in upgrading the Software's/Virus Detection mechanism.

- (vi) The successful Annual Maintenance Contractor shall be required to deposit Rs.5000/- (Rupees Five thousand only) as Security Deposit and 5% performance security value of contract by opening a fixed Bank account during the period of AMC in the form of Fixed Deposit in the name of Pay and Account Officer, Legislative Department New Delhi, which shall be stand forfeited in case of violation of contract.
  - (vii) The act of backing out would be automatically debar the firm from any further dealing with Department and EMD/performance guarantee amount would also be forfeited.
  - (viii) No advance payment in any case would be made. However, quarterly payment on pro-rata basis on satisfactorily rendering of service would be made.
  - (ix) This office is using one web based software and has AMC of maintenance of software. Therefore, firm/company should have to maintain co-ordination with them regards to maintenance of system in LAN/domain, maintaining required system configuration etc
  - (x)
7. The interested firm may submit sealed envelopes for “Technical Bid” and “Financial Bid” in a sealed cover super scribed “Quotation for AMC of computer, printer, ups, server and networking hardware and related accessories” addressed to **Under Secretary, Legislative Department, Ministry of Law and Justice, Room No. 404 ‘D’ Wing, 4<sup>th</sup> Floor, Shastri Bhawan, New Delhi-110001 latest by 2.00 PM on 15.04.2017.**
  8. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. Ministry/Department reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC.
  9. The rates quoted should be inclusive of all taxes and no discount or free services/offers quoted will be considered. The rate should be quoted per piece of each item of hardware and LAN separately. This is to facilitate addition or removal of equipment’s from the list covered under the contract. For comparing quotation of different

parties the total of annual value will be considered for a fixed number of equipment and LAN taken together.

- 10.** The tender is not transferable.
- 11.** Ministry/Department reserves the right to accept or reject any or all tenders without assigning any reasons.
- 12.** The contractor shall be responsible for any loss or damage caused to any of the machines owing to negligence on his part. The contract will be on comprehensive basis.
- 13.** In case of any dispute, the settlement will be made in the Courts of Delhi.
- 14.** The firm awarded the AMC have to depute two Computer engineers in this Department during office hour till 9.00 AM to 5:30 PM.

You are requested to read carefully and understand the terms and conditions of maintenance contract in the foregoing paragraphs before sending your quotations. No violence of the aforesaid terms and conditions shall be permitted once this Department accepts your quotations. In case of any doubt, Under Secretary (Admn.II) in room No. 438 'A' Shastri Bhawan New Delhi may be consulted.

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(Vidya Wati)

Under Secretary to Govt. of India

Tel: 23386009

Copy to:-

1. All ministries/Departments of the Govt. of India. It is requested that wide publicity of this tender notice may please be given and contractors engaged by them for this job, may be informed to submit their quotations, if they are willing and fulfill the conditions.
2. The In-charge NIC, M/o Law and Justice, Shastri Bhawan, New Delhi with the request to place the aforesaid Notice on the website of the Ministry for wide publicity.

**TECHNICAL BID ANNEXURE-A**

1	Name of firm	
2	Address of Firm	
3	Registration No. (Copy enclosed M/o Labor and Employment)	
4	Name of the authorized signatory	
5	Specimen Signature of the Authrized signatory.	
6	Telephone Number of the authorized signatory and other Telephone Number of the firm.	
7	Whether the firm had enclosed EMD. If "Yes: then DD/Pay order no.	
8	Details of the Government Ministries/Department/Organization/PSUs etc. in which the firm is engaged in computer AMC activities from the F.Y 2012-3 on wards	Year
		2013-14
		2014-15
		2015-16
10	Whether proof/copies of work order on items at S.No. 8 enclosed (Yes/No)	

11	List of copies of documents enclosed. Service tax no./vat PAN no. of the firm/TIN no./	