

GOVERNMENT OF INDIA
MINISTRY OF HOUSING AND URBAN
POVERTY ALLEVIATION
GENERAL ADMINISTRATION SECTION
NIRMAN BHAVAN, ROOM NO.201-`C`WING,

No. A-21011/2/2008-GENL.ADMN.

NEW DELHI:110108
Dated 19th, July, 2011.

NOTICE INVITING TENDER

Sub: Quotation for Comprehensive Annual Maintenance of Computer & peripherals in Ministry of Housing and Urban Poverty Alleviation .

Date & time of Submission of bids: 09/08/2011 at 3.00PM

Date & time of Opening of bids: 09/08/2011 at 3.30PM

Sealed bids are invited from reputed Firms/Companies for the Comprehensive Annual Maintenance Contract for Computers/Lap Tops/Printers/Scanners and other related peripherals installed in various office of the Ministry of Housing and Urban Poverty Alleviation and at the residences of entitled Officers within the municipal limit of the city of Delhi/New Delhi. The general scope of work includes:

- (a) The contract would be of comprehensive nature.
- (b) Upkeep and maintenance of the hardware installed.
- (c) To provide and maintain the required drivers (CDs & Floppies) for maintaining the equipment's.
- (d) Repair to be carried out at the location of the equipment.
- (e) Stand-by arrangement to be made in case the equipment is to be taken to workshop for repairs.
- (f) Support for users and troubleshooting of commercial software packages and removal of virus and re-installation of software, if corrupted.
- (g) Coordination with HP Service Providers for troubleshooting of the computer and other peripherals under warranty.
- (h) Any other maintenance work to be undertaken related to the computers/peripherals/laptops.

2. The list of computers, printers etc. and any other related items is attached as Annexure -I'. However, new equipments purchased from time to time, after the expiry of warranty/guarantee period, will also have to be serviced/ maintained at the same terms and conditions, and the AMC has also to be done at the same terms and conditions for these new equipments. This Ministry reserves the right to add/remove any item from AMC during the contract period.

3. 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 companies.
- (ii) The firm/company should be in existence for over 8 years in the trade with maintenance turnover of more than Rupees One Crore per annum during the last 2 years ending 31st March, 2011. L-I firm would be decided on the basis of the overall quote in respect of the items as mentioned in the Annexure-I to be quoted by the firms.
- (iii) The firm/company should have previous experience in maintenance of such equipments with Government Department/Public Sector Undertaking in Delhi, of maintaining not less than 150 computers per year in each Department/PSU. Necessary papers must accompany therein. The company should furnish its Downtime Statement of previous maintenance work in a Govt. Office in Delhi for the last two years.
- (iv) The firm must have expertise in on-site maintenance and repair of computers/laptops, Laser/inkjet printers and peripherals and other hardware parts and accessories.
- (v) The firm/company must be **ISO 9002** and **ISO 20000** Certified.
- (vi) The firm/company applying for this tender would produce certificates for the previous financial year from the concerned authorities about the payment of service tax, income tax, works contract tax and any other tax applicable.
- (vii) The Authorized Service delivery Partner of HP brand would be given preference. They must produce certificate to that effect along with the bid.
- (viii) The replacement of any part of the computer/peripherals, whenever required, must be carried out by the vendor with the **genuine part of same specification and warranty**. The replacement of spare parts by the firm would be carried out without any extra charges within the annual maintenance contract.
- (ix) The firm shall maintain the equipment as per manufacturer's guidelines and shall use standard components for replacement. Until and unless written orders of Under Secretary(Admn.) , Ministry of Housing and Urban Poverty Alleviation are conveyed, the original specification/characteristics/features shall not be changed.
- (x) In case of more than one bidder quoting the same rate results in a tie , the lowest bidder will be decided on the basis of highest amount of contract handled during the last three years.
- (xi) The firm/company should produce the self attested photocopies of documents related to allocation of Registration Number, PAN number, service tax number.

4. **The rate may be quoted for the computers, laptops, printers etc. in the proforma at Annexure-I.**

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

(i) The vendor will provide **one resident service engineer on all the working days from 9.00 A.M. to 5.30 P.M.** The engineer shall also be available on holidays as per requirement of Ministry , if needed. Service engineer shall be equipped with Mobile phone to ensure his/her availability. An amount of Rs.300/- will be deducted if any Service Engineer remains absent/leave without providing substitute.

(ii) The contract will be valid for a period of one year from the date of commencement . 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 , based on the performance of the vendor.

(iii) The firm will prepare **log books** 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, 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 General Section failing which an appropriate penalty would be imposed.

(iv) The firm must be responsible for taking backups of data programmers and applications available on the computer whenever necessary before attending the fault and must be also responsible for restoring the data, programmers and applications after removing the fault to the satisfaction of the user. The vendor must also ensure returning of all backups to the user under its acknowledgement.

(v) The service engineers would take up any reported fault **within one hour**. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same.

(vi) The firm shall keep at least two computers (P.IV), two printers (1 laser jet and one deskjet) as standby machines in the Ministry. If, however, the firm fails to carry out repairs within 24 hours, to the satisfaction of the user, a penalty of Rs.200/- (Rupees two hundred only) per day or part thereof will be charged for delay beyond the one day till such time the PC/accessories are repaired.

(vii) The successful bidder shall provide necessary support for maintaining virus free computer environment in the Ministry and help in upgrading the Software's/Virus Detection mechanism.

(viii) Immediately on award of the contract, the contractor would give a report taking over all equipment (giving their configuration in working condition also). It shall be the

responsibility of the firm to make all the computers and peripherals work satisfactorily throughout the contract period and also to hand over the systems to the Ministry in working conditions on the expiry of the contract. In case any damage on the systems of the Ministry is found, compensation which would be determined by the undersigned will have to be paid by the firm.

(ix) An Earnest Money Deposit (EMD) of Rs.25,000/- (Rupees twenty five thousand only) through a Bankers cheque/demand draft on any scheduled bank in Delhi drawn in favour of **Pay and Accounts Officer (Sectt.), Ministry of Urban Development, New Delhi** must accompany the quotation letter. Quotation received without earnest money or the will not be considered. Similarly, if the earnest money is wrongly addressed, quotation of the firm/company would be liable to be rejected. Earnest money received from other unsuccessful tendered will be returned without interest on demand. The successful tenderer shall submit a performance guarantee as determined by the Ministry while awarding the contract for the fulfillment of performance of the terms and conditions of the contract. The security deposit will be refundable after successful completion of the contract to the adjustment of dues against the contractors.

(x) It may also be noted that in case of contractor backing out in mid term without any explicit consent of this Ministry, he/she will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Ministry on maintenance of machines for the balance period of contract through alternative means.

(xi) The above act of backing out would automatically debar the firm from any further dealing with this Ministry and the EMD/performance guarantee amount would also be forfeited.

(xii) No advance payment in any case would be made. **However, quarterly payment on pro rata basis on satisfactory rendering of service would be made.**

6. The interested firms may submit documents satisfying the requirements in a sealed cover super scribed 'Quotation for AMC of computers/laptops/ printers/ and peripherals' addressed to Under Secretary(Admn.), Ministry of Housing and Urban Poverty Alleviation may be deposited in Room No.201-C, Ministry of Housing and Urban Poverty Alleviation, Nirman Bhavan, New Delhi:110011 latest by 3.00 PM on 8th, August,2011. **The bids will be opened at 3.30 PM on 9th, August, 2011 in Room No.201-C, Ministry of Housing and Urban Poverty Alleviation, Nirman Bhavan, New Delhi:110108.**

7. Late submission of tenders will not be accepted. Tenders by "Telex/Telegram/Fax/e-mail" will not be accepted. Tenders may be submitted by Registered Post, by Hand in Person or by Courier. However, any delay on this account shall not be accepted as a reason for exception.

8. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified proforma will not be accepted. The undersigned 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 **NET**(exclusive of taxes) and **no discount, free services/offers quoted will be considered.**

10. The tender is not transferable.

11. Ministry of Housing and Urban Poverty Alleviation reserves the right to accept or reject any or all tenders without assigning any reasons.

(R.K. KUMANIA)
UNDER SECRETARY(ADMN.)
TELE.NO.23062127(O)

ANNEXURE-I

(I) - COMPUTERS, PRINTERS, SCANNERS, LAPTOPS, AND MULTI FUNCTIONAL DEVICE TO BE CONSIDERED FOR AMC FOR ONE YEAR .

S.NO.	ITEMS	QUANTITY	UNIT PRICE	TOTAL PRICE
COMPUTERS				
1.CPU	PENTIUM-IV (HP)- CPU	80		
2. Monitors				
	HP “15 & 17 “ LCD Monitors	70		
	HP CRT Monitors	10		
3. PRINTER				
	LASER JET	75		
	COLOR LASER JET	13		
	DESK JET/inkjet	17		
4. SCANNER				
.	SCANNER (HP)	9		
5. Laptops				
	Pentium-IV	9		