

No. A-21011/02/2008-General/Admn
Government of India
Ministry of Housing & Urban Poverty Alleviation
(Admn. Section)

Room No. 201-C, Nirman Bhawan,
New Delhi-110108
Dated the 1st September, 2008

To

As per list attached

Subject:- Annual comprehensive maintenance contract (AMC) for Desktop Computers and Laptops, UPS – regarding.

Sir,

I am directed to invite quotations for award of annual comprehensive maintenance contract of Desktop Computers and laptops, Printers & UPS. The technical and financial terms and conditions of AMC shall be as follows:

(A) TECHNICAL

- (i) The firm must have at least 5 years experience in maintaining Desktop Computers and Laptops in Government Organisations, PSUs/Corporate Houses with the maintenance business (service business turn over) of more than Rs. 50 lakhs per annum during the last 3 years. The firm must attach the proof of the above requirements. List of clients indicating the year of working for these organizations also be attached.
- (ii) The firm must have expertise in preventative on-site maintenance and repair of Desktop Computers, Printers and Laptops.
- (iii) The firm must be registered with Registrar of Companies and with Delhi Sales Tax Department for Works Contract Tax and Services Tax (certificates must be attached).
- (iv) The firm must be ISO certified in services ISO certificate must be attached.
- (v) The firm must have executed satisfactorily, a minimum of 3 AMCs of Desktop Computers and Laptops for Ministries/Departments of Government of India.(sanction letters of the contracts must be attached)
- (vi) The firm must have ongoing AMC for Desktop Computers and Laptops in at least 5 Ministries/Departments of Government of India. Performance certificate from these organizations along with copies of the sanction letter must be attached.
- (vii) If the firm meets the above technical requirements then the details must be submitted in proforma at Annexure - I in a sealed cover marked "**Quotation for Technical Bids**"

(B) FINANCIAL

- 1 The rate must be quoted on comprehensive basis for the Desktop Computers and Laptops in the proforma at **Annexure - II** in a separate sealed cover.
- 2 The other terms and conditions for awarding the AMC shall be as below:
 - (i) The vendor will provide one resident engineer on all the days from 9.00 AM to 5.30 PM.
 - (ii) In case the Hard Disk goes bad, the firm should replace the Hard Disk with new one and old Hard Disk will not be returned back to firm due to Security instructions
 - (iii) The firm must ensure and assure that the firm who enters into the AMC contract with the Ministry will not outsource it further. Any deviation from that would call for the black listing.
 - (iv) 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 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 Housing & Urban Poverty Alleviation to extend the terms of the agreement on the same terms and conditions for a further period of two years, if necessary on satisfactory performance of the firms.
 - (v) The awardee has to provide services in Nirman Bhawan, New Delhi and at the residence of MOS & Senior Officers of this Ministry situated at different locations in New Delhi.
 - (vi) At each location, this Ministry will keep record of Desktop Computers and Laptops failure including the nature of complaint, date and time of booking the complaint, when the machine as made up and total down time. This record will be signed by the firm's service engineer, and the Ministry's representative. Format for keeping this record will be as per the Annexure – III. This can be done through complain register, being maintained by Administration Section of the Ministry of Housing & Urban Poverty Alleviation.
 - (vii) The firm will also prepare 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, keyboard etc from outside with liquid cleaner and inside will be carried out on QUARTERLY basis. A preventive maintenance report from the use 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.

- (viii) The service engineers would take up any reported fault within two hour. 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. The firm will also provide maintenance and repair services on holidays in case of emergency.
- (ix) If any Desktop Computer and Laptop is not compatible or repaired within 24 hrs., the firm will provide a standby Desktop Computer /Laptop. If however, the firm fails to repair or provide a standby Desktop Computers and Laptops within 2 days then a penalty of Rs. 200/- (two hundred only) per day or part thereof will be charged for delay beyond the two days till such time the Desktop Computer and Laptop is repaired. In case the parts that requires are not available, the same should be replaced with a higher level of parts of the equipments to the firm will be sole discretion of the Ministry.
- (x) For down time calculation, from the time, the complaint is lodged should be taken as downtime.
- (xi) **Preventive maintenance (PM) once in three months for all Desktop Computers and Laptops 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.**
- (xii) Operating System Support: This contract is comprehensive inclusive of 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 and rectified by the firm. All required device drivers will be provided by the firm..
- (xiii) Anti Virus Software (A VS) Support: This contract includes the Anti Virus software support on the systems covered under this contract. Any problem related with system virus will be attended and rectified by the firm. The firm will update their anti virus software as and when required and also during preventive maintenance of the systems.
- (xiv) The faulty power adapter, power cable will be repaired/replaced by the firm.
- (xv) New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty.
- (xvi) The new upgrade item (Memory, HDD. MM kit any software or replacement of battery in UPS 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 or after the expiry of the common date of warranty of upgraded items.

- (xvii) In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (xviii) The equipment will be handed over back to the Ministry in good working condition after the AMC period.
- (xix) The equipment is normally required to be repaired in the office only. In exceptional cases when the machines cannot be repaired in the office premises and are required to be taken to the workshop, the firm will have provided stand by equipment till the faulty machines are repaired. The Ministry 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 three working days of taking out of building.
- (xx) A 'Fall Clause' will be effective to the approved rates, i.e., if the firm undertakes identical works in other Ministries/Departments at rates approved by the Ministry/Department, the firm will charge at those rates from this Ministry as well.
- (xxi) The firm would use only **genuine spare parts** of reputed brands. The firm must have Multi-OEM product support capability i.e. HP, HCL, Wipro etc and shall act as single point of support contact for all the products
- (xxii) The contract can be terminated by this Ministry at any time without assigning any reason thereof, if the services are found to be unsatisfactory, the contract will be awarded to another firm at the risk and expense of the defaulting firm. In this regard, the decision of this Ministry will be final and binding upon the firm.
- (xxiii) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
- (xxiv) The earnest money of Rs. 5000/- (five thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Section Officer, Ministry of Housing & Urban Poverty Alleviation, Nirman Bhawan, New Delhi must accompany the "Technical Bidding". Quotation received without earnest money will not be considered. Earnest money received from the tenderers will be returned without interest immediately after the process of selecting the awardees is over. The other requisite documents mentioned shall be accompanied with the quotation letters. The price/financial quotation will be considered only after fulfillment of technical bid as stated above.

3. The Technical Bid must be submitted in a sealed cover superscribed with "**quotation for AMC for Desktop Computers and Laptops for technical bidding**". The other sealed envelope containing the quoted rates and document relating to acceptance of the all the terms and conditions. etc must be submitted superscribed with "**Quotation for AMC for Desktop Computers and Laptops for Financial Bidding**". Thereafter both the envelopes must be placed in another cover duly sealed and superscribed with "Quotation for AMC of Desktop Computers and Laptops for technical and financial bidding" and addressed to Under Secretary (Admn), Ministry of Housing & Urban Poverty Alleviation. **The sealed quotations may be dropped in the Tender Box placed at the Room No. 201-C, Nirman Bhawan, New Delhi on or before 15.00 hours of 24th September, 2008 positively. The Technical quotations will first be opened on the same date i.e. 24th September 2008 at 15.30 hours in the room of Under Secretary (Admn) (Room No. 204-C Wing) Ministry of Housing & Urban Poverty Alleviation.** Date and time for opening of financial bid will be announced on the same day. If interested, the firms representative may be present at time of opening of Technical and Financial bid quotation letters on the given dates and time. Any tender received in any manner other than through the "Tender Box" and or received after the due time would be summarily rejected without being opened.

4. A firm black listed by any Government Office will not be eligible to participate in this Tender.

5. Quotation(s) received after due date and those received without separate sealed cover and rates not quoted in a 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 AMC. The undersigned also reserves the right to reject any quotation without assigning any reasons.

6. The rates quoted should be net and no discount, free services/offers quoted will be considered. For the purpose of clarity, it is brought to the notice of the firms that this Ministry will not be responsible for damages caused to equipments

due to electric fluctuations and any other reasons. The rates quoted should take care of such damages. The firm shall replace/repair - equipments damaged due to power fluctuations and any other reasons at their own cost except fire, theft, earthquake and natural calamities.

7. A check list as per specimen Annexure – IV should accompany the Technical bid.

Yours faithfully,

(R K Kumania)

Under Secretary to the Government of India (Admn.)
Tel. 23062127

Copy to:

1. The Technical Director, NIC, Nirman Bhawan, New Delhi. It is requested that this notice may please be put on the tender website of the Government of India, Ministry of Housing & Urban Poverty Alleviation (Our website: www.mhupa.gov.in)

ANNEXURE-I

QUOTATION FOR TECHNICAL BIDDING

The technical Bids should include the following details/documents:-

1. The date of commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose a certified photocopy of the Company Registrations.
2. Indicate the date from which the firm is continuously registered with Delhi Sales Tax Department for work contract Tax and service tax. Also enclose a certified photocopy of the Registration Certificate.
3. Indicate whether the firm is the authorized service provider for branded Desktop computers, Printers and Laptops. If yes, please attached certified photocopies of all the supporting documents.
4. Please provide the details of maintenance contracts executed by the firm during the last three years. Specifically, highlight those in the Government Sector:-

Sl. No.	Name and address of the agency with telephone No.	Details of equipment and numbers alone Desktop Computers, Printers and Laptops and other peripherals	No. of engineers provided	Period of contract/contract value (Rs. In lakh)

5. Indicate whether the firm has expertise in maintaining Desktop Computers and Laptops and peripherals of different brands and vintage. If so, provide supporting documents.
6. Attach performance certificates from the existing Government clients.
7. Details of Bank Draft attached: Bank Draft No. _____ Date _____ drawn on bank _____

Signature and full address of the Tenderer

ANNEXURE-II

LIST OF I.T. PERIPHERALS

Sl. No.	EQUIPMENT TYPE	RATES PER UNIT FOR ONE YEAR (RUPEES)	TAX IF ANY (RUPEES)	NET RATE PER UNIT FOR ONE YEAR (RUPEES)
A	B	C	D	E
1.	Computer Systems-P III			
2.	Computer Systems-P IV			
3.	Laser jet Printer			
4.	Desk jet Printer			
5.	Colour Printer			
6.	Scanner			
7.	UPS 500VA			
8.	Laptops P-IV			

ANNEXURE-III

Address

Month and Date

Failure date/time	Complaint date/time	Complaint number	Attended date/time	Repaired date/time	Down time	Remarks	Engineer name and sign

ANNEXURE-IV

Check List

Sl. No.	Description	Yes/No	Page Number
1.	Whether the firm is in existence for more than 5 years in trade		
2.	Whether the firm has Service Business turn-over of more than Rs.50 lakh per annum during the last 3 years.		
3.	Whether the firm is ISO certified. If yes, whether proof attached or not		
4.	Previous experience		
5.	Expertise preventive on site maintenance and repairs etc		
6.	Performance certificate from existing Government clients		
7.	Registration of company with registrar of companies		
8.	Work contract tax/service tax with Delhi sales tax department		
9.	Details of earnest money		
10.	Details of service engineers		