

TENDER NOTICE

Sub: - Invitation of tender for Comprehensive Maintenance Contract for repair/maintenance of Computers/Fax/Printer/Scanner/Server/Laptop/All in One etc. installed in Ministry of Steel.

Online bids are hereby invited at Central Public Procurement Portal (www.eprocure.gov.in) from reputed, experienced and financially sound companies/Firms/Agencies for Maintenance Contract for the period of two years for repairing/maintenance of following Computers/Fax/Printer/Scanner /Server/Laptop/All-in-One etc. installed in Ministry of Steel.

Sl. No.	Computer /Laptop/Printers & Scanners	No (Approx)
1	1 MAC Apple Desktop	6
2	Desktops (i-3, i-5, i-7) (Hp, Dell, etc.)	204
3	All-in-One Computers (i3, i5, i7) (Hp, Dell, etc.)	46
4	Printer (Mono) (Hp, Canon, Lexmark, Brother etc.)	136
5	Printer (Colour) (Hp, Canon, Lexmark, Brother etc.)	8
6	Multi-Function Printer (Mono) (Hp, Canon, Lexmark, Brother etc.)	53
7	Multi-Function Printer (Colour) (Hp, Canon, Lexmark, Brother etc.)	30
8	Scanner	13
9	FAX	7
10	HP Server two processor Quad Core –Tower	4
11	Laptop (HP/Sony/Lenovo/Dell/Apple)	22

* Number of items may increase/decrease at the time of awarding contract.

2. The bid will be accepted as e-Tender (in two bids system-Technical Bid and Financial Bid) only and intending bidders must be registered with the Central Public Procurement (CPP) Portal.

3. The Bid should invariably be accompanied by a Demand Draft of Rs 20,000/- (Rupees Twenty Thousand only) in favour of 'Pay and Accounts Officer, Ministry of Steel' payable at New Delhi as Earnest Money Deposit (EMD). The bid received without the requisite EMD will not be entertained. The scanned copy of the Earnest Money Deposit (EMD) along with all requisite documents must be uploaded with the bid and original Earnest Money Deposit (EMD) should be dropped in a sealed cover superscripted with 'BID FOR AMC FOR REPAIRING/MAINTENANCE OF COMPUTERS/LAPTOP/ALL-IN-ONE/PRINTERS/FAX/SCANNERS AND OTHER ITEMS IN THE MINISTRY OF STEEL' in the Tender Box fixed outside Room No. 64, Ministry of Steel, Udyog Bhawan, New Delhi on or before 4th December, 2019 by 03.00 P.M.

4. Tender may also be downloaded from the website of the Ministry of Steel (<http://steel.nic.in>) of the Ministry.

5. The tender document contains the following:

Annexure –I	-	Terms and Conditions
Annexure –II	-	Proforma for Technical Bids
Annexure – III	-	Proforma for Bank Details
Annexure – IV	-	Details of Computer Engineers
Annexure – V	-	Proforma for Financial Bids.


...2/-

6. Important Dates for the process.

(i) Start date and time for downloading of tender document	-	07.11.2019 at 05.00 PM
(ii) Start date and time for submission of bid	-	07.11.2019 at 05.30 PM
(iii) Last date and time for downloading tender document	-	03.11.2019 at 03.00 PM
(iv) Last date and time for online submission of bid	-	03.11.2019 at 03.00 PM
(v) Last date and time for submission of EMD in original.	-	04.12.2019 at 03.00 PM
(vi) Date and time for opening of Technical Bid	-	04.12.2019 at 03.30 PM

7. In case, any holiday is declared by the Government of India on the day of opening, the tenders will be opened on the next working day at the same time. The Ministry reserves the right to accept or reject any or all the tenders without assigning any reason therefore.

8. The rate quoted will remain in force for full period of contract demand for revision of rate at any account during the contract period shall not be entertained. Firm must quote any rate against the each items mentioned in financial bids. **If, it is found that zero or no charge, Nil or Complementary words mentioned against any of the items, the bids will be summarily rejected during the Financial evaluation.**

9. Bidders are advised to inspect the computers/printers etc installed in the ministry before submitting the bids on any working day during 9AM to 5.00AM.

10. The Ministry reserves the right to reject or select any bid without assigning any reasons thereof.



(Mukesh Rai)

Under Secretary to the Govt. of India
Tele: 23061243

Copy to:-

NIC: with request to upload it on the website of the Ministry of Steel to NIC, Ministry of Steel

TERMS AND CONDITION

1. Eligibility & Tender Conditions

1.1 The award of contract will be valid for a period of two year from the date of finalization. The period may be further extended as per the requirement of the Ministry or may be curtailed/terminated before the expiry of two year period owing to deficiency in service after giving one week notice to the selected firms.

1.2 The contract will be on comprehensive basis inclusive of repairs and replacement of spare parts without any extra payment. The contractor will be responsible for any loss or damage caused to any machines owing to negligence on their part. Basic maintenance of new items, which will be procured by Ministry during the course of maintenance contract will also be done by the firm, however these items will be in warranty period.

1.3 The contract is comprehensive and cover all the parts excluding consumables (magnetic tape, cartridge, pen drive, print head, printer roller, computer stationery and CDs) and physically damaged items. (Damage of which is not due to employees of the firm)

1.4 Parts not covered in the maintenance contract will not be purchased and replaced by the firm without prior approval of Administrative Division, Ministry of Steel. The Ministry reserves the right to buy the parts themselves or authorize the maintenance contract vendor to purchase.

1.5 This contract is comprehensive including operating system (OS) support on all the systems covered under this contract. Any problem related with OS maintenance, reloading of OS with all device drivers, OS upgrade, device drivers, system configuration and network configuration will be attended & rectified by the Vendor. Periodic maintenance record must be kept by the firm.

1.6 Firm must have at least 3 years of experience and expertise in doing onsite maintenance work of computers/laptops/All-in-One, its peripherals, laser printer, inkjet, desk-jet printer and Scanner, Server and Local Area Network (LAN) troubleshooting for Central Govt. Ministries/ Departments. The certificates from client (at least three Government Department/Ministries) indicating period of working with them in this field must be attached. Copy of award of AMC/Supply order will not be admitted, only certificate from client that firm has rendered maintenance/repair services satisfactorily for the specified period will be accepted.

1.7 Contract vendor should be an authorized service & spare parts provider for the computers, Printers, Scanners installed in the Ministry from HP/Lenova/Apple/Sony/Panasonic/Canon/ Compaq/IBM/ Dell etc. **OR** They should have back to back arrangements for this tender with M/s HP/Lenova/Apple/Sony/Panasonic/Canon/Compaq/IBM/ Dell etc for comprehensive maintenance of all hardware installed in Ministry. The Bidder should submit a confirmation letter from OEM (Original Equipment Manufacturer) along with Technical Bid. However, irrespective of back to back arrangement the sole responsibility of obligation under contract would be owned by the firm.

1.8 This contract includes loading of security patches & service packs on the systems as and when required. All systems in the Ministry need to be configured through Udyog Bhawan Central Anti-Virus Server (for Trend Micro) by the Vendor. Vendor will update the systems with antivirus software, security patches and service pack in the consultation with NIC at the time of new installation as well as reloading /maintenance of the Operating System.



1.9 The new upgraded item (memory, HDD, MM kit etc.) purchased from the firm or any other vender and upgraded into the existing system, will be included in maintenance contract as soon as warranty expires.

1.10 In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down and the firm will be responsible for the same.

1.11 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 stand-by equipment for the same. Also stand-by inventory of Monitor, CPU, Printer, HDD, RAM and Mouse should be kept in the Department. The firm will also provide maintenance and repair services on holidays in case of emergency.

1.12 The firm shall prepare separate log books for each of the machines to be taken under the contract. Preventive maintenance with virus detection and special cleaning of the monitor, printer, key board, mouse etc. from inside and with liquid cleaner from outside will be carried out on quarterly basis.

1.13 Preventive maintenance (PM) must be carried out once in a month for all systems, Printers, Scanners & Servers and report should be submitted to General Administrative Division in the first week of every month in this regard.

1.14 Average Annual Turn Over of bidder firm during last three years, ending 31st March of the previous financial year should be at least ₹ 25 Lac per annum. A Certificate from Auditor in this regard to be attached.

1.15 The bidder should not have been blacklisted by any Government Ministry/Department or any other organization. The tendering firms/bidders shall have to give a notarized affidavit on a paper of appropriate value to the effect that they have not been blacklisted or their business dealing with Government Ministries/Departments have not been banned.

1.16 The firm capable of meeting all the technical requirements may only apply for awarding the above said contract in its favor.

1.17 The firm must ensure and assure that the firm who enters into the AMC contract with Ministry of Steel will not outsource it further. Any deviation from this would lead to blacklisting.

1.18 The equipment will be handed over to the Department in good working condition after the contract period. The firm would use only genuine spare parts of reputed brands.

1.19 Bids received after due date and time will not be accepted. The Ministry reserves the right to reduce or increase the number of items offered for maintenance contract. The Ministry also reserve the right to reject any quotation without assigning any reason therefor.

1.20 Request for extension of opening date of tenders will not be considered.



1.21 The tenders of only those firms which satisfy all the requirement/conditions stipulated in this Document will be considered. All additions and alterations in the Tender documents must be duly authenticated with initials and date by the person authorized to sign the tender documents. Overwriting of Figures in tender documents is not permitted

1.22 The firm shall comply with all statutory enactments/provisions in relation to services offered by them.

1.23 The bidder undertakes that he has not provided/providing the similar services at a price lower than offered in the present bid in any Ministry/Department of the Government of India and if it is found at any stage that the similar services were supplied by the bidder to any other Ministry/Department at lower price, then that very price, with due allowance for elapsed time, will be applicable to present case and difference in cost would be refunded by the service provider.

1.24 The firm should be located in the NCR of Delhi. The firm must have GSTIN number. A certificate to this effect should be enclosed with the bid.

2. Computer Engineers

2.1 Firm shall provide a team of at least 2 qualified (B.Tech/BSc/Diploma in Computer science or equivalent) Hardware Engineers (with Mobile telephones) to be posted at Ministry of Steel on full time basis. They must have expertise in dealing with the work concern.

2.2 Normally the office hours for Engineers will be from 09.00 AM to 5.30 PM. During Parliament Sessions resident engineer may have to work beyond office hours as per requirements of Ministry. If required, engineers will have to work even on holidays or odd hours. No night charges will be payable for working on odd hours or on Government holidays. Computer Engineers may also be deputed at residence of higher officers/Ministers etc for the repair of items.

2.3 Emoluments for resident engineers will be the responsibility of contractors. The same will not be paid by this Ministry. For this purpose they should comply with all the prevalent rules and regulations in force relating to Resident/Service Engineer (Regulation and Abolition) Act, 1970, EFF Act, Minimum Wages Act, ESI, etc. The firm will have to give undertaking to the Ministry that it will pay to the Resident/Service Engineer minimum wages as specified by the Govt. from time to time. The firm must ensure while quoting the quarterly total bundle price the quoted price does not lower than the emoluments of the engineers to be paid as per Minimum Wages Act of NCT of Delhi.

2.4 The firm shall arrange to get the character and antecedents of the workers verified from Police authorities before their deployment and their full particulars should be furnished to the Ministry for the purpose of entry passes.

2.5 The resident engineer provided by the firm shall not be changed frequently. However, if found incompetent by the Ministry the engineer shall be replaced, by the firm immediately.

3. Billing:

3.1 The payment will be made on quarterly basis on receipt of computer generated/typed bill at the end of every quarter in the following format. Firm will maintain a register for the items covered in AMC. The number of items will have to be updated and get verified by SO(adm) in the first week of every quarter.

 ...4/-

Sl. No.	Items covered	No. of Items	Rate per unit for one quarter	Total Amount in Rs.
1	1 MAC Apple Desktop			
2	Desktops (i-3, i-5, i-7) (Hp, Dell, etc.)			
3	All-in-One Computers (i3, i5, i7) (Hp, Dell, etc.)			
4	Printer (Mono) (Hp, Canon, Lexmark, Brother etc.)			
5	Printer (Colour) (Hp, Canon, Lexmark, Brother etc.)			
6	Multi-Function Printer (Mono) (Hp, Canon, Lexmark, Brother etc.)			
7	Multi-Function Printer (Colour) (Hp, Canon, Lexmark, Brother etc.)			
8	Scanner			
9	FAX			
10	HP Server two processor Quad Core –Tower			
11	Laptop (HP/Sony/Lenovo/Dell/Apple)			
			Gross Total=	

3.2 No advance payment will be made by the Ministry of Steel. The payment will be done after satisfaction of work carried out.

3.3 Payment will be made through ECS only to the account of the firm on submission of pre receipted typed bill in triplicate. No cash/cheque payment will be made by Ministry of Steel. Firm has to provide bank details along with technical bids.

3.4 In the event of the contractor backing out of the contract midstream without any explicit consent of the Ministry of Steel he will be liable to the recovery of the higher rates vis-a-vis those contracted rates, which may have to be incurred by this Ministry in the maintenance of its equipments. The pending bill would also be forfeited.

4. Arbitration

4.1 In event of any dispute or difference between the parties hereto, such disputes or differences shall be resolved amicably by mutual consultation. If such resolution is not possible, then the unresolved dispute or difference shall be referred to arbitration of the sole arbitrator to be appointed by the Secretary, Ministry of Steel. The provisions of Arbitration and conciliation Act, 1996 shall be applicable to the arbitration. The venue of such arbitration shall be at Delhi. The expense of arbitration shall be shared equally by the parties to the agreement. However, expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

4.2 Pending the submission of and/or a dispute, difference or claim or until the arbitral award is published; the Parties shall continue to perform all of their obligations under this agreement without prejudice to a final adjustment in accordance with such award.

4.3 Jurisdiction for legal disputes, if any, arising during the currency of the contract will be Delhi courts only.



5. Earnest Money and Performance Security Deposit:

5.1 Firms shall have to deposit Earnest Money Deposit (EMD) of Rs. 20,000/- (Rs. Twenty Thousand only) in the form of Demand Draft in favour of the Pay and Accounts Officer, Ministry of Steel, New Delhi along-with the tenders. Offer not accompanied by earnest money of the requisite amount will summarily rejected. EMD will be refunded to the unsuccessful firm. No interest shall be payable on EMD.

5.2 No exemption will be given to any firm with regard to deposit Earnest Money Deposit (EMD). However, the firms who are exempted from submission of Earnest Money Deposit (EMD) shall be dealt as per General Financial Rules, 2017 (as per NSIC/MSMEs clause) subject to submission of an undertaking by the firm seeking such exemption. Copies of relevant certificates/documents should be submitted alongwith the bid.

5.3 The scanned copy of the Earnest Money deposit must be uploaded with the bid and original of the same should be dropped in a sealed envelope superscribed with the words "Maintenance Contract for Computer /Fax/Printer/Scanner/Server/Laptop etc" latest by 1500 hours on 04.12.2019 in the Tender Box installed outside the Room No. 64, G Wing, Udyog Bhawan, New Delhi 110011. The successful agency will have to deposit a Performance Security Deposit of Rs. 50,000/- (Rs Fifty thousand only) in the form of F.D. in the name of the Pay and Accounts Officer, Ministry of Steel, New Delhi within 10 days of award of contract. The Performance Security Deposit should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the awardee. The security deposit will be refunded to the contractor after completion of the contract period after deducting dues, if any and no interest will be paid on the security deposit.

5.4 If the firm, at any point of time, fails to perform duties, as required under this contract, the Security Deposit will be forfeited and contract will be cancelled forthwith without any notice by the Ministry.

6. Penalty clause:

6.1 In case the services of the contractor are not found satisfactory or contractor fails to comply with any terms and conditions of this contract, the Department may terminate the contract without giving any reasons.

6.2 The service engineers would take up any reported fault within two hours. 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 with same configuration or higher. 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 failing which the penalty clause would automatically get activated. The firm will also provide maintenance and repair services on holidays in case of emergency.

6.3 If any Desktop Computers/printers etc is not repaired within 24 hrs. the firm will provide an unused stand-by desktop computers/printers etc. if however, the firm fails to repair or provide a stand-by desktop computer and laptop, before picking-up the defective desktops/laptops failing which a penalty of Rs. 500/- (Rupees Five Hundred only) per day for delay. Same procedure will also be followed for printers & Scanners. In case the required part is not available, the same should be replaced with a higher level of part that is compatible with the system. The handing over of the damaged or faulty part of the equipment to the firm will be sole discretion of the Ministry.

 ...6/-

6.4 Any financial loss caused due to the damage of any part of the Computers/printers installed in the Ministry would be deducted from the performance security deposit/pending bill of the firm.

7. The firms are required to upload copies of the following documents along with the Bid in PDF form, failing which their Bids shall be rejected and will not be considered:

Technical Bid –

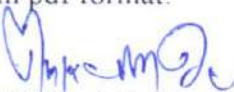
- (i) Scanned copy of Annexure-II (information furnished by the firm for evaluation of technical bids)
- (ii) Scanned copy of all the documents specified in Annexure –II must be uploaded.
- (iii) Bank Mandate Form (Annexure – III)
- (iv) Details of Computer Engineers working in the firm. (Annexure-IV)
- (v) Scanned copy of EMD deposit or exemption certificate viz. NSIC/MSMEs clause certificate.
- (vi) Scanned copy of notarized Affidavit regarding non-black-listing of the firm.
- (vii) Scanned copy of PAN Card
- (viii) Scanned copy of GST registration certificate
- (ix) Scanned copy of work experience certificate
- (x) Scanned copy of the Certificate from Auditor alongwith financial statement of account of firm like Balance Sheet, Profit & Loss Account etc for the last three years i.e. from 2016-17, 2017-18 and 2018-19 regarding Average Annual Turn Over of bidder firm.

Financial Bid - Scanned copy of Annexure – V

8. Conditional and incomplete bids shall not be considered and will be rejected at the very first instance. **The tender will be finalized on the basis of the net bundled rate and not on the item wise lowest rate quoted by the bidders** along with other terms and conditions.

9. The Competent authority of Ministry of Steel, Udyog Bhawan, New Delhi reserves the right to cancel any or all bids without assigning any reason.

10. The bidder shall quote the bids only as per the format enclosed at Annexure-V in pdf format.


(Mukesh Rai)

Under Secretary to the Govt. of India

INFORMATION FURNISHED BY THE FIRM FOR EVALUATION OF TECHNICAL BIDS

S. No.	Particulars	Details to be given	
1.	(a) Name of the Firm		
	(b) Address of the Firm		
	(c) Name of Proprietor		
	(d) Registration No (Proof to be attached)		
	(e) Telephone No. & Mobile No.		
	(f) Email Address		
2.	PAN Number (copy of PAN to be enclosed)		
3.	GST Number (copy to be enclosed)		
4.	UAM Number (for MSME bidder), If you have NSIC Registration number please specify:		
5.	List of at least three Government Ministries/ Departments to which the firms has provided services, in the field of maintenance/repair (Certificate from the Ministry/Deptt to be uploaded, copy of AMC/Supply order will not be admitted)		
6.	Details of EMD (Copy must be uploaded)	(i) DD No.	
		(ii) Date	
		(iii) Issuing Bank	
7.	Whether terms and conditions of the tender is acceptable or not?		
9	Annual Turn-over (in ₹) (Certificate from CA to be uploaded, no other document is necessary)	2016-2017	Rs
		2017-2018	Rs
		2018-2019	Rs
12	Whether the firm specialize in onsite maintenance of Computer, Printers, Scanner and LAN trouble shooting.	Yes / No	
13	Details of at least 5 computer engineers working in the firm as per Annexure- IV		

It is certified that the above information are true and correct to the best of my knowledge and belief. It is also certified that neither the Firm is black listed by any Government Ministries/Departments nor any criminal case is registered/pending against the firm or its owner/partner anywhere. Further, it is certified that I/we have read and understood the terms and conditions of the Notice Inviting Tender (NIT) and will abide by them till the completion of the contract period. We are also willing to provide service on credit basis and we understand that settlement of bills may take some time

(Signature of the authorized person)

Date :

Name:

Place :

Designation:

Seal:

Note: Any bid received without all the details or without the certificate signed or without the seal of the firm will be treated as incomplete and unresponsive bid and will be summarily rejected.



DETAILS OF BANK ACCOUNT

(Real Time Gross Settlement (RTGS)/National Electronic Fund Transfer (NEFT) Facility For Receiving Payments)

S. No.	Particulars	To be filled by the bidder
1.	Name of Account Holder	
2.	Address of Account Holder	
3.	Name of the Bank	
4.	Name and Address of Branch	
5.	IFSC Code	
6.	MICR Code	
7.	Account Number	
8.	Type of Account	

I, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of incomplete or incorrect information, I would not hold the user institute responsible.

(Signature of Account Holder)

Date :
Place :

Name:
Designation:
Seal:

Note: Please attach a photocopy of cheque



Details of Computer Engineers working in the firm
(who can be offered to this Ministry for this contract)

Sl. No	Name	Technical Qualification (as per para 2.1 of Annexure-1)	Area of Specialization	Experience	Date of Joining the firm
1					
2					
3					
4					
5					

M. N. M. S.

Financial Bid

Sl. No.	Items covered	No. of Items	Rate per unit for one quarter (For Three Months Excluding GST)	Total Amount in Rs.
1	1 MAC Apple Desktop	6		
2	Desktops (i-3, i-5, i-7) (Hp, Dell, etc.)	204		
3	All-in-One Computers (i3, i5, i7) (Hp, Dell, etc.)	46		
4	Printer (Mono) (Hp, Canon, Lexmark, Brother etc.)	136		
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8	Scanner	13		
9	FAX	7		
10	HP Server two processor Quad Core -Tower	4		
11	Laptop (HP/Sony/Lenovo/Dell/Apple)	23		
			Gross Total=	

* Decision of L-1 firm will be on the basis of Total Price

Signature & full address of the Tenderer

M. H. R. M. S.