

तार का पता: "मिनीस्टील"

Telegraphic Address : "MINISTEEL"

सूचना का  
अधिकार

सं० \_\_\_\_\_

No. \_\_\_\_\_

भारत सरकार  
GOVERNMENT OF INDIA  
इस्पात मंत्रालय  
MINISTRY OF STEEL  
उद्योग भवन  
UDYOG BHAWAN

नई दिल्ली-110107  
New Delhi, 10<sup>th</sup> 4.2013  
New Delhi-110107

To

(As per list enclosed)

Subject: Annual maintenance Contract (AMC) of the Computers (including Printers / MFP & Scanners, Servers & Laptop) installed in the Ministry of Steel at Udyog Bhawan as well as at the residential offices of the Hon'ble Minister/higher officers of this Ministry.

Sir,

I am directed to invite quotations to award the Annual Comprehensive maintenance Contract (AMC) for computers /printers/ MF'P /scanners of all brands installed in this Ministry as per details given in the table below:

Sl. No	Computer /Printers & Scanners	Total No.*
1	I MAC Apple Desktop	03
2	PC Pentium -IV / Dual Core	205
3	Printer (LaserJet)	160
4	Printer (Dot matrix)	2
5	Printer (Colourjet / MFD)	19
6	Scanner	06
7.	FAX	15
8.	All-in-One Printer	09
9	HP Server two processor Quad Core -Tower	04
10	Laptop (HP/Sony/Lenova	15

\*Subject to the increase / decrease at the time of awarding AMC.

2. The technical and financial terms and conditions of AMC shall be as follows:

F.No.21014(4)/2013-Ad.Gen.

एच० के० वधवा / H. K. WADHWA  
अवर सचिव/Under Secretary  
इस्पात मंत्रालय/Ministry of Steel  
उद्योग भवन, नई दिल्ली  
Udyog Bhawan, New Delhi  
Phone:-23061243

(A) TECHNICAL

- I. Must have at least 5 years of experience and expertise in doing onsite maintenance work of computers/laptops, its peripherals, laser printer, inkjet, desk-jet printer and Dot matrix printer, Scanner, Server and Local Area Network (LAN) troubleshooting for Central Govt. Ministries/ Departments/CPSEs. A list of clients(at least three) indicating years of working in these organizations may be attached.
- II. AMC 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.
- III. Operating Systems (OS) support: This contract is comprehensive inclusive to 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 AMC Vendor.
- IV. Security patches & service pack support: This contract includes loading of security patches & service packs on the clients as and when required. All clients in the Ministry need to be configured through Udyog Bhawan Central Anti-Virus Server (for Trend Micro) by the AMC Vendor. AMC Vendor will update the clients 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.
- V. Shall provide a team of 2 qualified (B.Tech/Bsc/Deploma in Computer science or equilent) Hardware Engineers (with Mobile telephones) to be posted at Ministry of Steel on full time basis on all working days. (9.00 AM to 6.00 PM) and if necessary on holidays including Saturday & Sunday. During Parliament Session resident engineer should be provided till 8.00 PM
- VI. To monitor the maintenance activity and to discuss other related matters, a quarterly meeting shall be held with Authorized representative of AMC Vendor.
- VII. The firm should furnish its relevant PAN numbers, Service Tax number and TIN number.
- VIII. The firm must be registered with Delhi Sales Tax-Department for Works Contract Tax.
- IX. The firm should be having turnover worth Rs. 10 lakhs each in the last two years. Client list must be attached. Three major Govt. /PSU accounts must be highlighted.



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- X. A firm blacklisted by any client will not be eligible to participate in this tender.
3. The firm capable of meeting the above technical requirements may only apply for awarding the above said AMC in its favour. Therefore, the company must furnish a certificate stating very clearly that it fulfills the above technical requirements supported with above requisite documents and other related documents in support of their claim of meeting the above stated technical conditions.

**(B) FINANCIAL**

4. The terms and conditions for awarding the AMC shall be as below:
- (i) The contract will be initially valid for a period of one year (upto 31.3.2014) and the period of AMC will be informed after finalization of the contract. The rates quoted will be remain in force for a full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. If shall be open to the Ministry of Steel to extend the term of the agreement on the same terms and conditions for a further period of two years, if necessary on satisfactory performance of the firm on same terms and conditions.
  - (ii) The awardee has to provide services at Udyog Bhawan, and residential offices of Hon'ble Ministers and higher officers of this Ministry located in NCR of Delhi.
  - (iii) The firm shall 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, 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 Admn. Genl section failing which an appropriate, penalty for each unit would be imposed by the competent authority of the Ministry. The penalty will be recovered either by payment by the vender to the Department or through deduction in the monthly/quarterly bill amount or from the security deposit. The quarterly payment will strictly be made on the basis of satisfactory report from the user.
  - (iv) The service engineers would take up any reported fault within one hour. 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.
  - (v) Preventive maintenance(PM) once in three months for all system, Printer, Scanner & Server will be undertaken. If the PM is not carried out within the beginning of the month of each quarter from the date of award of AMC, 5% of AMC amount will be deducted on weekly basis AMC Vendor would submit PM reports to Admn.(Gen.) Section in the Ministry.
  - (vi) To provide unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system. This includes replacement of unserviceable parts (Excluding Consumable). The parts, replaced will either be new parts or equivalent in performance to new parts.
  - (vii) Maximum acceptable downtime will be two days excluding holidays

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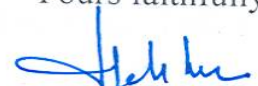
- (viii) If any PC/accessory is not compatible repaired with 24 hrs. the firm will provide a stand by PC/accessory. If, however, the firm fails to repair or provide a stand by PC/accessory within 2 days, then a penalty of Rs.200/- per day or part thereof will be charged for delay beyond the two days till such time the PC/accessories are repaired. In case the parts that requires are not available, the same should be replaced within a higher level of part that is compatible with the system. The handing over the damage of faulty parts of the equipment to the firm will be sole discretion of the Ministry of Steel.
- (ix) System maintenance charges shall not include the cost of consumable and supply and ribbons, media like magnetic tape, cartridge, floppy diskette print head, computer stationery and CDs. The faulty power adopter, power cable & printer maintenance charges include replacement/repair of all faulty or broken parts and spares except Toner/ink Cartridge & Print Cartridge.
- (x) New equipment purchased will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty.
- (xi) The new upgraded item (memory, HDD, MM kit etc.) purchased from the firm or any other vnder and upgraded into the existing AMC system, will be included in AMC as soon as warranty expires or after the expiry of the common date of warranty of upgraded items.
- (xii) Incase of intermittent failures and repetitive problems due to improper diagnosis or repair, the system will be treated as continuously down.
- (xiii) The equipment will be handed over back to the Department in good working condition after the AMC period.
- (xiv) The firm would use only genuine spare parts of reputed brands
- (xv) To ensure due performance of the contract, Performance Security to the extent of 10% of tender values to be obtained from the successful bidder awarded the contract. Performance Security should be for an amount of ten percent of the value of the contract. Performance Security may be furnished 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 the purchaser's interest in all respects.
- (xvi) Performance Security should remain valid for a period of sixty days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
- (xvii) Evaluation criteria:- The tender will be finalized on the basis of the total bid amount for the Computer, Printers, Scanners, Server & Laptop and not be item wise lowest rate quoted by the bidders.
- (xviii) If any dispute(s) arises between the Ministry & Firm with reference to any provision of the Contract, the decision of the Competent Authority in the Ministry shall be final & binding on both the parties.
- (xix) The contract shall be effective from the date of formal acceptance of the terms & conditions by the firm & deposit of Performance security.
- (xx) In case of violation of any terms & conditions on the part of the firm is notices and/or the services are found unsatisfactory, performance security cab be forfeited at the discretion of the Competent Authority,

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- (xxi) The computer maintenance firm shall maintain a log book in which separate pages should be allotted to each computer system & its peripherals. The firm shall record the calls attended & quarterly regular services rendered and get the signature of user alongwith user's name, Designations, stamp, telephone of room number. Original of the all reports shall be attached with the bills for payment.
- (xxii) The earnest money of Rs. 10,000/- (Rupees Ten Thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Pay and Accounts Officer, Ministry of Steel, Govt. of India New Delhi must accompany the "Technical Bidding" quotation letter. Quotation received without earnest money will not be considered. Earnest money received from the Tenderer will be returned to unsuccessful bidders without interest immediately after the process of selecting the awardee is over. The other requisite document mentioned above shall be accompanied with the quotation letters. The price bid will be considered only after fulfillment of technical bid as stated above.
- (xxiii) Overwriting or correction in the tender documents is not permissible.
- (xxiv) Bid Security would be refunded to the successful bidder on receipt of Performance Security
- (xxv) The Competent Authority in Ministry of Steel reserves the right to cancel the tender at any time or relax/amend/ withdraw any of the firms & conditions contained in the tender documents without assigning any reason, thereof.
5. If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover super scribed with "quotation for AMC computers, printers and peripherals for technical bidding". The other sealed envelope containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted super scribed with "Quotation for AMC of computers, printers and peripherals for financial bidding". Thereafter, both the envelops may be placed in a third sealed cover super scribed with "Quotation for AMC of computers/printers and peripherals for technical & financial bidding" addressed and sent to Sh.H.K. Wadhwa, Under Secretary (Admn.) **latest by 22.4.2013 at 11.00 A.M.** and Technical bid will be opened on same day at 11.30AM. After scrutiny and satisfactory technical bidding specifications, Ministry of Steel would shortlist those who are eligible and call them for opening of sealed 'financial bid'. sealed letters will be **open on 26 .4.2013 at 3.30 P.M.** If interested, the firm representative may be present at the time of opening of 'technical' and 'financial' bid quotation letters on the given dates and time.
6. Quotation received after due date and time will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract. The undersigned also reserve the right to reject any quotation without assigning any reason.

Yours faithfully



(H.K. Wadhwa)

Under Secretary to the Govt. of India

Tel:23061243

**Eligibility Criteria for Technical Bid**

Sl.No.	Terms & conditions		Page No.
1.	Whether the Firm is Pvt. Ltd. firm existence for Over 5 yr. in the trade. If yes, necessary supportive Document has been attached.	Yes/No	
2.	List of clients indicating year of working in organisation attached	Yes/No	
3	Authorization letter from OEM (Original Equipment Manufacturers) for providing Maintenance Services including spare parts	Yes/No	
4	Whether the firm is registered with Delhi Sale tax for works contracts. If yes, necessary supportive Document has been attached.	Yes/No	
5	Whether the firm have PAN numbers, Service Tax number and TIN number.	Yes/No	
6	Whether the firm have qualified Hardware Engineers	Yes/No	
7	Whether the firm is at least five years experience doing maintenance work for Govt. organization/PSUs. if yes, Performance Certificate from at least three such existing client have been attached.	Yes/No	
8	Whether the firm have turnover of Rs.10lakh each in last 2 year from AMC. If year, necessary supporting documents should be attached.	Yes/No	
9	Whether the firm is specialized in onside maintenance Computer, Printers, Scanner and LAN trouble shooting.	Yes/No	
10	Whether the firm has enclosed the earnest money of Rs. 10,000/- Bank Name:- DD No.	Yes/No	
11	Whether the firm has been blacklisted by any of the client	Yes/No	

Signature &amp; Full address of the Tenderer

  
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**Annexure-II**

**Financial Bid Performa**

Sl. No	Computer /Printers & Scanners	Total No.*	Unit Price	Total
1	I MAC Apple Desktop	03		
2	PC Pentium -IV / Dual Core	205		
3	Printer (LaserJet)	160		
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