

पता : "मिनीस्टील"  
Geographic Address : "MINISTEEL"



No. 21014/4/2008-Ad(Gen)

No. \_\_\_\_\_  
भारत सरकार  
GOVERNMENT OF INDIA  
इस्पात मंत्रालय  
MINISTRY OF STEEL  
उद्योग भवन  
UDYOG BHAWAN

नई दिल्ली-110107  
New Delhi-110107

Date: 24.2.2009

To,  
As per list enclosed

Subject: Annual Comprehensive Maintenance Contract (AMC) for computers/printers in Ministry of Steel.

Sir,  
I am directed to invite quotations for award of Annual Comprehensive Maintenance Contract (AMC) for computers/printers/scanners of all brands installed in this ministry detailed are as under:

Sl. No.	Computers/Printers & Scanners	Total No.*
1	PC Pentium-II/III	10
2	PC Pentium-VI/Dualcore	216
3	Printer (Laserjet)	137
4	Printer (Inkjet)	40
5	Printer (Dotmatrix)	2
6	Printer (Colour/MFD)	10
7	Scanner	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:

(A) TECHNICAL

- (i) Must have atleast 5 years of experience and expertise in doing hardware maintenance work of computers/laptops, it's peripherals laser printer, inkjet, desk-jet printer and dot matrix printer and Local Area Network (LAN) troubleshooting for Central Govt. Ministries/Departments.
- (ii) AMC vendor should be an authorized service provider for the computers (IBM/Compaq/WIPRO/HP etc.) installed in the Ministry.
- (iii) To provide scheduled Preventive Maintenance (PM) once in three months clubbed with corrective maintenance. AMC Vendor would submit PM reports to Admn(Gen) Section in the Ministry.

हिन्दी का प्रयोग उपेक्षित नहीं है, पत्र का उत्तर शीघ्र दिया जायेगा।

- iv) To provide unscheduled, on call corrective and remedial maintenance service to set right the malfunctions of the system. This included replacement of unserviceable parts. The parts replaced will either be a new parts or equivalent in performance to new parts;
- v) Maximum acceptable downtime will be two days excluding holidays;
- vi) 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. All required device drivers will be provided by AMC Vendor;
- vii) 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 anti virus software, security patches and service pack in consultation with NIC at the time of new installation as well as reloading/maintenance of the Operating System;
- viii) Shall provide a team of 2 Hardware Engineers (with Mobile telephones) to be posted at Ministry of Steel on full time basis.
- ix) To monitor the maintenance activity and to discuss other related matters, a quarterly meeting shall be held with Authorised representative of AMC Vendor.
- x) The firm should furnish its Service Tax number and TIN.
- xi) The firm must be registered with Delhi Sales Tax Department for Works Contract Tax.
- xii) The firm must have at least five years experience in doing maintenance work for Govt. organization/PSUs. Performance certificates from at least three such Existing client (Organisations) must be attached.
- xiii) The firm should be having AMC worth Rs. 2.50 lakhs each in the last two years.
- xiv) Relevant PAN numbers should be furnished.
- xv) Client list must be attached. Three major Govt./PSU accounts must be highlighted.

The firm capable of meeting the above technical requirements may only apply for awarding the 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 abovestated technical conditions.

**(B) FINANCIAL**

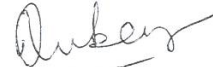
- i) The rate may be quoted on comprehensive basis for the above number of computers, printers in the proforma at Annexure in a separate sealed cover.
  - ii) Emoluments for resident engineers should include all statutory charges such as EPF contribution, ESIC contribution etc. and conform to minimum wages for skilled workers.
3. The other terms and conditions for awarding the AMC shall be as below :
- i) The contract will be valid for a period of one year and the period of AMC shall be informed after finalization of the contract. The rates quoted shall be remain in force for the full period of the contract. No demand for revision of rates on any account shall be entertained during the contract period. It shall be opened to the Ministry of Steel to extend the term of the agreement on the same terms and conditions for a further period of one year, if necessary.
  - ii) The awardee has to provide services in Udyog Bhawan, New Delhi, Residence of Minister of Steel, officially provided computers and peripherals at the residence of officers at different locations in NCR of Delhi .
  - iii) To ensure due performance of the contract, Performance Security is 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 purchasers interest in all respects.
  - iv) 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.
  - v) Bid Security should be refunded to the successful bidder on receipt of Performance Security.
- The earnest money of Rs. 5000/- (Rupees five 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 tenderers will be returned 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.**

5. If your firm is interested, you may submit your documents satisfying the technical bid requirements in a sealed cover superscribed with "Quotation for AMC computers, printers and peripherals for technical bidding". The other sealed envelop containing the quoted rates and documents relating to acceptance of all the terms and conditions, etc. may be submitted superscribed with "Quotation for AMC of computers, printers and peripherals for financial bidding". Thereafter both the envelops may be placed in a third sealed cover superscribed with "Quotation for AMC of computers/printers and peripherals for technical & financial bidding" addressed and sent to **Smt. Jaya Dubey, Dy. Secretary (Admn.) latest by 16.3.2009 at 11.00 a.m.** After scrutiny and satisfactory technical bidding specifications, the Ministry of Steel will shortlist those who are eligible and call them for opening of sealed 'financial bid' sealed letters on 16.3.2009 at 11.30 a.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 reserves the right to reject any quotation without assigning any reason.

Yours faithfully,



(Jaya Dubey)

Deputy Secretary to the Government of India  
Tele: 23063722

✓ Copy to: NIC for posting the NIT on the web-site of Ministry of Steel.

Copy also to:

All Ministries/Departments of Government of India for circulation among their various firms related to undertaking AMCs for their computers/printers etc.

Annexure-I

QUOTATION FOR TECHNICAL BIDDING

i) Whether the firm is a Pvt. Limited firm in existence for over 5 years in the trade. If yes, necessary supportive document has been attached	Yes/No
ii) Whether the firm is registered with Delhi Sales Tax Department for Works Contract Tax. If yes, necessary supportive document has been attached.	Yes/No
iii) Whether the firm is at least five years experience doing maintenance work for Govt. organization/PSU's. If yes, performance certificates from at least three such Existing client (Organisations) have been attached.	Yes/No
iv) Whether the firm is the authorized service provider for Compaq/Digital and IBM Computers. If yes, necessary supportive document has been attached.	Yes/No
v) Whether the firm is expertised to provide maintenance of various computers and its peripherals of various brands/make specially digital computers, Compaq PC and PH laser/Inkjet printer. If yes, necessary supportive document has been attached.	Yes/No
vi) Whether income tax clearance certificate for the last two years, is attached.	Yes/No
vii) Whether the firm is specialized in LAN trouble shooting.	Yes/No
viii) Whether client list highlighting Major Govt./PSU accounts has been attached	Yes/No
ix) Whether the firm has enclosed the earnest money of Rs. 5000/-	Yes/No

QUATATION FOR FINANCIAL BIDDING

Sl. No.	Computers/Printers & Scanners	Total No.*
1	PC Pentium-II/III	10
2	PC Pentium-VI/Dualcore	216
3	Printer (Laserjet)	137
4	Printer (Inkjet)	40
5	Printer (Dotmatrix)	2
6	Printer (Colour/MFD)	10
7	Scanner	15

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

As per list enclosed

Subject,

Annual Comprehensive  
computers/printers in Ministry of Steel.

Signature & full address of the Tendere