



**Government of India
Ministry of Science & Technology
Department of Science & Technology
Technology Bhawan
Shaheed Jeet Singh Marg
New Delhi,**

14th Sep, 2009

TENDER ENQUIRY

Tender No. 12-3/09 Admin II(A)

To

(All intending Parties)

Subject : Comprehensive Annual Maintenance Contract for Computer Note Books, Printers, UPS, Scanners - regarding

Dear Sirs,

Sealed Tenders are invited by Department of Science & Technology for Comprehensive Annual Maintenance Contract from the date of awarding the contract for a period of one year.

2. The intending bidders should have minimum of three years experience in IT related Hardware Sales/Annual Maintenance Contract field, duly supported by documentary evidence in support of their competence and goodwill. The firm should have a valid Authorized Service Provider (ASP) Certificate of OEM i.e. HP/IBM/Lenova & APC and also adequate qualified manpower having experience in the field.

3.1 Interested parties may send their bids using separate envelopes for technical bid as well as financial bid. The word "Technical Bid/Financial bid" for maintenance of computers etc. should prominently be marked on the top of each envelop, sealed quotation, duly superescribed "**Quotation for Comprehensive Annual Maintenance Contract for Computer Note Books etc.**" and addressed to the undersigned may be sent by post /dropped in the tender box (Admn II-A)/placed at reception gate of Technology Bhavan, New Delhi so as to reach latest by 3.00 PM on 15th October,2009. The Technical bids will be opened on the same date at

3.30 PM . Venue will be displayed at the reception on the same day. Tenders will be open in the presence of the tenderers or their authorised representatives who may like to be present. Only the first cover i.e. Technical Bid shall be opened on the date of tender opening (15-10-2009). Price Bids of only those firms will be considered for opening who

are technically qualified and shall be opened publically on a later date which will be notified to the technically qualified bidders. Tender Documents can be downloaded from the Department Website www.dst.gov.in or www.tenders.gov.in and used for submitting the bids. Tenders received through E-mail, Fax and Courier will not be considered under any circumstances. Tenders received w/o EMD of Rs. 1 lakh shall be rejected without any consideration.

3.2 Quoting firms must keep their offers open for its acceptance by DST for a period of 90 days i.e. upto 14th January, 2009. The AMC charges accepted shall remain firm and fixed for full AMC period. Enhancement in the prices contracted will not be allowed.

4. Technical bid shall also include the complete profile of the firm. The firm should also furnish the details of Government Departments/ Central Government Ministries where they have completed the AMC in the proforma given below :-

Sl.No	Name and address of the Govt. Department with telephone number	Description of equipment and number	No. of Resident Engineers provided	Period of contract	Contract value (Rs. in Lakhs)

5. ESSENTIAL DOCUMENTS TO BE SUBMITTED WITH TECHNICAL BID:

Following documents must be submitted with the technical bid failing which the offer shall be rejected. The documents should be enclosed and arranged as per the following sequence along with page numbering:-

Sl.No	Terms & Condition of technical bids	Page Number
1	Copies of PAN/Service Tax Number of firms. Latest Service Tax Clearance Certification.	
2.	Performance certificate issued by at least three Government Departments	

	for the years 2006-07, 2007-08, 2008-09	
3.	Audited Balance sheet for the years 2006-07 & 2007-08 and 2008-09 along with profit & loss statement	
3.	The firm should be ISO Certified for providing services for Computers and its peripherals/ IT related products/Services.	
4.	The address of the Service Centers with contact Person, Name, Telephone and Fax numbers at New Delhi/NCR.	
5.	Certificate/undertaking that the firm has not been blacklisted by any Govt. Department.	
6.	Attested copies of Technical qualification possessed by Service Engineer to be deployed by the firm	
7.	Valid ASP Certificate (IBM, Lenovo, HP, APC).	
8.	List of Equipments, softwares, Machines & tools held to handle breakdowns/carry out preventive and rectification maintenances.	
9.	The tender must be accompanied by an account payee demand draft amounting to Rs 1 lac drawn in favour of DDO, DST, New Delhi as Earnest Money Deposit(EMD). Cash payment, cheques and other modes of payment shall not be accepted. The technical bids without the security deposit shall be rejected. The security deposit shall not bear any interest and shall be refunded if the quotation is not accepted by this Department	
10.	Authorisation/GPA to sign the tender documents	

(B) The proforma for details of Service Engineers is as under:-

Sl.No	Name	Technical Qualifications held	Area of specialization	Experience in computer maintenance	Experience in computer related equipments maintenance	Date of joining the firm

6. The financial bid should contain the price quoted against each item separately. The format for furnishing price details is given in Annexure :-

Item No.	Printer		Total Nos	AMC Charges per unit for a year without Service Tax (in Rs.)	Applicable Service Tax /Service charges	Total Cost (in Rs.)	Remarks if any
	Brand Name	Model No. (laser/ B/W/ Colour)					
1	HP	Laserjet, 1160	71				
2	HP	Laserjet, 1050	01				
3	HP	Laserjet, 2600n	35				
4	HP	Laserjet, 1015	19				
5	HP	Laserjet, 1020	120				
6	HP	Laserjet, 1320	05				
7	HP	Laserjet, P1505	26				
8	HP	Laserjet, 4200n	22				
9	HP	Deskjet, 845C	38				
10	HP	Deskjet 610c	04				
11	HP	Laserjet 1000	01				
12	HP	Laserjet 2840	01				
13	HP	Laserjet 1024	01				
14	HP	Laserjet 5M	01				

15	HP	Deskjet 5550	01				
16	HP	Colourjet 2700n	01				
17	HP	Laserjet 3600n	01				
18	HP	Laserjet P2015d	04				
19	HP	Laserjet CP3505	01				
20	HP	Laserjet 3500	01				
	<u>UPS</u>						
21	APC	1000VA	354				
22	APC	5000VA	7				
23	Uniline	5000VA	1				
24	Numeric	5000VA	1				
25.	Numeric	3000VA	1				
26	APC	10000VA	2				
27	Numeric	10000VA	1				
28	Keptron	2000VA	1				
29	<u>Lap top</u> Samsung/HP/ IBM	P4	37				
30	<u>Scanner</u>	HP	19				
TOTAL BUNDLED PRICE PER UNIT FOR ALL THE ITEMS FROM 1 TO 30 (inclusive of all Service charges/service taxes etc)							
Rs..... (Rupees.....)							

7. New equipment as and when added to the inventory by Department of Science & Technology will be included in the AMC on expiry of its warranty period. This will be done through Addendum signed by the Department and the company.

8. The AMC rates mentioned in this contract will be valid for one year from the date of awarding the Contract. The same can be extended for a period of another one year with mutual consent on same prices, terms and conditions.

9. The Annual Maintenance charges claimed by the maintenance contractor should not exceed the prevailing rates charged by it from

other Government Departments for similar services. While claiming payment, the contractor is also to give a certificate to this effect in its bill.

10. The system maintenance charges should not include the cost of consumables and supplied items such as ribbons, media like magnetic tapes, cartridges, printer bands and floppy diskettes and printing heads, computer stationery and CDs. Laser Printer maintenance charges include all parts except toner cartridges.

11. Administration II (A) Section, Department of Science & Technology will keep record of machine failure including the name of failure, date and time of booking the complaint when the machine is made up and total down time. The records will be signed by the company Service Engineer & Admn II (A) Section representative daily.

12. Whenever the system cannot be repaired on site within the specified time limits, the company will have the option to take the equipment to their workshop premises with prior permission from Admn.II-A Section and provide the alternative equipment of same or better specifications. The Department equipment in any case will have to be repaired/set right within 3 days and returned to the Deptt. The firm will arrange their own transport for which extra payments will not be made.

13. Four preventive maintenance checks of each system which are under AMC will have to be carried out by the firm on a quarterly basis and will have to be certified by the respective users. Failure of this will lead to deduction from the payments.

14. Security money of Rs. 1,00,000/- (Rupees one lakh only) will have to be deposited by the successful tenderer while accepting the AMC, in the form of a bank draft/ Performance Bank Guarantee payable to DDO, Department of Science & Technology. This will be refunded on completion of the contract to the entire satisfaction of the Department. In case of any default, the total amount or a part thereof will be forfeited. Proforma for Bank Guarantee shall be given to the successful party at the time of amending the AMC.

15. The firm will check all the computers, printers and UPS/Lap tops etc. which are under AMC along with Admn II (A) Section representative before 30th of each month & submit a report.

16. The AMC includes formatting of Computer Note Books, data recovery and re-installation including the software used in the office.

17. The new upgraded items (Memory, HDD etc) purchased by the Department and upgraded into the existing systems/machines will also

be included in AMC with the company as soon as warranty period expires. This will be done through Addendum signed by the Department.

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

19. The equipment will be returned in good working condition to the Department. In case the AMC holding party fails to return the machine back in working condition to the Department, it will have to pay the contemporary price prevailing in the market of the same model & make. Department shall have full liberty to deduct such amount from the pending/ensuing bills or the PBG.

20. To monitor the maintenance activity and to discuss other related matters, a monthly meeting between the Nodal Officer of the Department and representative of the Company will be held in the Department.

21. The personnel of the company will comply with all the security regulations in the Department. Any breach of this condition will render the entire contract null and void.

22. Service Engineer to be deployed by the firm should be adequately experienced to repair UPS/ printers/ Scanner etc. The engineers deployed must have a minimum working experience of three years in their respective field. The scope of the work covers deployment of maintenance engineer at Department from 09.30 AM to 06.00 PM on all working days, and if required on holidays or extended hours also without any extra payment/facility by the Department.

23. Resident Engineer(s) should have sufficient and requisite knowledge of maintenance and trouble shooting in Windows/UNIX/LAN etc. environment and should be capable of diagnosing and providing quick solutions.

24. The Resident Service Engineer(s) provided by the firm shall not be changed frequently. Only one change in respect of resident engineer will be permitted during the year. For any subsequent change a penalty of Rs.5000/- would be charged. However, if found incompetent by the Department, the resident service engineer shall have to be replaced by the firm immediately with out any extra charges.

25. The Resident Engineer deployed shall be responsible for preventive and corrective maintenance of all peripherals and accessories.

26. The Resident Engineer will be responsible for maintaining the Complaints Register.

27. The engineer shall report to Admn II (A) Section of the Department, carry out all the activities under the control and technical supervision of the in-charge of the Admn II (A) Section.

28. SERVICE FOR ALL UPS, PRINTERS, SCANNERS, Computer NOTE BOOKS, ETC:

Maximum acceptable downtime will be one day excluding holidays from the time of registration of the complaint. In case, Company fails to adhere to the downtime stipulated herein, penalty clause as detailed below in Para 29 will apply.

29. PENALTY:-

- (i) Penalty for not attending the calls as per para 26 of Service Assurance will be Rs. 100/- per working day for system, printer, Laptops, Scanners etc and Rs. 50 for UPS.
- (ii) Penalty for failure of doing Scheduled Preventive Maintenance (PM) and submission of Reports in time will be Rs. 175/- per machine.

30. PAYMENT TERMS :-

The payment will be released on a quarterly basis after satisfactory completion of service. The company will submit quarterly bills along with the downtime statement and the PM report within one month of completion of the quarter to the Admn II (A) Section of this Department.

31. This Department reserves its right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms. Depending on the cost and nature of the goods to be maintained, suitable notice period for such cancellation to come into effect is to be provided in the documents.

32. The tendering firm must be registered with the Service Tax Department and must submit the latest Service Tax Clearance Certificate. In absence of these documents, the tender will not be entertained.

33. All the firms participating in the tender must submit a list of their owner/partner etc. along with their contact telephone numbers and a certificate/undertaking to the effect that the firm is neither blacklisted by

any Government Department nor any criminal cases registered against the firm.

34. Advance payments will not be made under any circumstances.

35. A Technical Committee may be constituted to scrutinize/evaluate technical soundness/ competence of the firm/Company.

36. The tenderers, may represent themselves personally or through their authorized representatives, if any, at the time of opening of the tenders.

37. The Committee in order to satisfy itself may conduct a spot enquiry to verify soundness, capability and viability of the firm.

38. A copy of the terms and conditions duly signed by the tenderer in token of having understood and agreed to the same should be attached alongwith the tender.

39. **Evaluation Criteria : The financial bid will be evaluated on the basis of the total bid amount quoted in bundle price consisting of the Laptops, Printers, scanner and UPS all clubbed in a single lot and not the items-wise lowest rates quoted by the bidders.**

40. Financial bid shall contain price only and no other documents shall be enclosed with the financial bid. This should be in the prescribed format (para 6 refers)

41. The purchaser reserves its right to terminate the maintenance contract at any time without assigning any reason. The contractor will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any, payment is due to the contractor for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms. However, one months' notice will be given by the Purchaser before actual termination of the contract.

(Rajiv Mahendru)

Under Secretary to the Govt. of India

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