

26015/03/2016-Adm (G)
Government of India
Ministry of Steel
(General Administrative Division)

Udyog Bhawan, New Delhi
Dated 24.07.2017

TENDER NOTICE

Sub: - Maintenance Contract for repair/maintenance of Computers/Fax/Printer/Scanner/Server/Laptop etc 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 two years for repair/maintenance of following Computers/Fax/Printer/Scanner/Server/Laptop etc in Ministry of Steel.

Sl. No	Computer /Printers & Scanners	Total Number*
1	I MAC Apple Desktop	06
2	Desktops (Dual Core, C2D, i-3, i-5,i-7)	210
3	Printer (LaserJet)	120
4	Printer (Dot matrix)	2
5	Multi-Function Printer	46
6	Scanner	14
7.	FAX	8
9	HP Server two processor Quad Core -Tower	02
10	Laptop (HP/Sony/Lenova)	21

* 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 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. |

4. Important Dates for the process.

- | | | |
|----|--|---------------------------|
| 1. | Start date and time for downloading of tender document | - 24.07.2017 at 05.30 hrs |
| 2. | Start date and time for submission of bid | - 24.07.2017 at 05.30hrs |
| 3. | Last date and time for downloading tender document | - 08.08.2017 at 15.00 hrs |
| 4. | Last date and time for online submission of bid & submission of EMD in original. | - 08.08.2017 at 15.00 hrs |
| 5. | Date and time for opening of Bid | - 09.08.2017 at 15.30 hrs |

5. 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 therefor.



(K Murali)

Under Secretary to the Govt. of India
23061243

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, floppy disk, pen drive, print head, printer roller, computer stationery and CDs) and physically damaged items. (d) amage 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.

1.6 Firm 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 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 ₹ 15 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.

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 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.

1.18 Quotation 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.

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

1.20 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

1.21 The firm shall comply with all statutory enactments/provisions in relation to services offered by them. The firm must be registered with Delhi Sales Tax-Department for the purpose of providing such services.

1.22 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.

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, for this purpose they should comply with all the applicable labour related laws, minimum wages act etc. The same will not be paid by this Ministry.

2.5 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.

2.6 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.

Sl. No	Items covered	No of Items	Rate per unit for one quarter (Three Months)	Total Amount
1	I MAC Apple Desktop			
2	Desktops (Dual Core, C2D, i-3, i-5,i-7)			
3	Printer (LaserJet)			
4	Printer (Dot matrix)			
5	Multi-Function Printer			
6	Scanner			
7.	FAX			
9	HP Server two processor Quad Core -Tower			
10	Laptop (HP/Sony/Lenova)			

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

5.1 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.

5.2 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.

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

6. Earnest Money and Performance Security Deposit:

6.1 Firms shall have to deposit Earnest Money Deposit (EMD) of Rs. 15,000/- (Rs. Fifteen Thousand only) in the form of Demand Draft/Pay Order in favour of the Pay and Accounts Officer, Ministry of Steel, New Delhi alongwith the tenders. EMD should remain valid for a period of 45 days after the opening of tender. Offer not accompanied by earnest money of the requisite amount will summarily be rejected. EMD will be refunded to the unsuccessful firm. No interest shall be payable on EMD.

6.2 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 08.08.2017 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. 40,000/- (Rs Forty thousand only) in the shape of F.D.R 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.

6.3 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.

7. The firms are required to upload copies of the following documents along with the Bid, 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)

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 contract will be finalized on the basis of total amount of MANINTENANCE CONTRACT along with other terms and conditions. The bids must remain valid for a period of 60 days after the opening of financial bids.

9. The Competent authority of Ministry of Steel, Udyog Bhawan, New Delhi reserves the right to annul 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.

29/7/17,
(K Murali)

Under Secretary to the Govt. of India

Open Tender No. 26015/03/2015-Adm (G)

Annexure-II

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.	TIN Number (copy to be enclosed)		
4.	Service Tax Registration Number (copy to be enclosed)		
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)	2014- 2015	Rs
		2015- 2016	Rs
		2016- 2017	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.

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Annexure-III

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.

Date :
Place :

Name:
Designation:
Seal:

(Signature of Account Holder)

Note: Please attach a photocopy of cheque

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Annexure-IV

**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-I)	Area of Specialization	Experience	Date of Joining the firm
1					
2					
3					
4					
5					

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Annexure-V

Financial Bid

Sl. No	Computer /Printers & Scanners	Rate per unit for one quarter (Three Months) (excluding tax)
1	I MAC Apple Desktop	
2	Desktops (Dual Core, C2D, i-3, i-5,i-7)	
3	Printer (LaserJet)	
4	Printer (Dot matrix)	
5	Multi-Function Printer	
6	Scanner	
7.	FAX	
9	HP Server two processor Quad Core -Tower	
10	Laptop (HP/Sony/Lenova)	
	Total	

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

Signature & full address of the Tenderer