

F.No. 21014(2)/07-G.A
Government of India
Ministry of Micro, Small and Medium Enterprises

Udyog Bhawan, New Delhi
Dated the 4th July, 2007

Subject :Annual comprehensive Maintenance (AMC) for Computer/ Printer/ Server/ Scanner/UPS etc. in the Ministry of Micro, Small and Medium Enterprises.

Sir,

I am directed to invite quotations for award of Annual Comprehensive Maintenance Contract of Computer/Printer/Server/Scanner/UPS etc ([list enclosed](#)). The technical and financial terms and conditions of AMC shall be as follows:

(A) TECHNICAL

- (i) The firms should be in existence for over 3 years in the trade with the maintenance business (service business).
- (ii) The firm must have previous experience in maintaining hardware and network systems in Govt. organization/PSU and provide a certificate to that effect .
- (iii) The firm must have expertise in preventive on site maintenance and repair of servers, computers, laser/inkjet printers, UPS, scanners, peripherals and other hard ware parts and accessories.
- (iv) The firm also must have expertise and experience in LAN troubleshooting.
- (v) The firm must be registered with the Registrar of companies and with the Delhi Sales Tax Department for Works Contract Tax and Services Tax.
- (vi) If the firm meets the above technical requirement it may apply in the Performa placed at [Annexure -1](#) in sealed cover.

(B) FINANCIAL

1. The rate may be quoted on comprehensive basis for the Computer/ Printer/ Server/ Scanner/ UPS etc. in a separate sealed cover.

The others terms and condition for awarding the AMC shall be as below.

- (i) The vendor will provide one resident engineers on all the days from 9.00 A.M. to 5.30 PM including holidays (Saturday/Sunday). The engineers would be equipped with Mobile Phones to ensure their availability. An amount of Rs. 100/- per day will be deducted from AMC payable if any Service Engineer remains absent/leave without providing substitute.
- (ii) The contract will be valid for a period of one year and the period of AMC will be informed after finalization of the contract. The rates quoted will remain in force for

the full period of contract. No demand for revision of rate on any account shall be entertained during the contract period. It will be open to the Ministry to extend the terms of the agreement on the same terms and conditions for a further period of one year, if necessary.

- (iii) The awardee has to provide services in the Ministry, residence office of Ministers and at the residence of Sr. Officers of this Ministry at different locations in New Delhi.
 - (iv) The service engineers would take up any reported fault within 1-2 hours. As far as possible, the repairs would be carried out on-site itself. However, in case the equipment is taken to the workshop, the firm would provide a stand-by for the same. The firm will also provide maintenance and repair services on holidays in case of emergency. In case of non-availability of Drivers of the machine (Branded one-HP, HCL, IBM, Vintron, Acer, Wipro etc) in the Ministry, they will arrange from their sources.
 - (v) If any PC/ accessory is not repaired within two days, 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 (Rupees two hundred only) 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 are required are not available the same should be replaced with a higher level of part that is compatible with the system.
 - (vi) The necessary support for maintaining VIRUS free computer environment in the Ministry and help in upgrading the Software's /Virus Detection mechanism would be provided by the firm.
 - (vii) It may also be noted that in case of contractor backing out in midstream without any explicit consent of the Ministry, he will be liable to recovery at higher rates, vis-à-vis, those contracted with it, which may have to be incurred by this Ministry on maintenance of machines for the balance period of contract through alternative means.
 - (viii) The above act of backing out could automatically debar the firm from any further dealing with this Ministry & the EMD amount would also be forfeited.
 - (ix) No advance payment in any case would be made. However, quarterly payment after satisfactory completion of each quarter would be made.
2. The earnest money of Rs. 25,000/- (Rupees twenty five thousand only) through a demand draft on any scheduled bank in Delhi/New Delhi drawn in favour of Drawing & Disbursing officer, Ministry of MSME, 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 documents mentioned shall be accompanied with the quotation letters. The prized bid/financial quotation will be considered only after fulfillment of technical bid as stated above.
3. 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 of 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 super scribed with "quotation for AMC of computers, Printers and peripherals for financial bidding." Thereafter, both the envelopes 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 Shri P.S Verma. Under Secretary, Room No.-356 A, Udyog Bhawan, New Delhi by 17th July, 2007. The technical quotations will first be opened on 18th July, 2007 at 3.30 PM in Room No. 356 A. After scrutiny of technical bidding, the Ministry will shortlist those who are eligible and call them for opening of "financial bid" sealed letters on 19th July, 2007 in room No. 356 A. 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.

4. A firm black listed by any Govt. Office will not be eligible to participate in this tender.
5. Quotation received after due date, those received without separate sealed cover and rates not quoted in specified Performa will not be accepted. The undersigned reserves the right to reduce or increase the number of items offered for maintenance contract during the currency of the AMC. The undersigned also reserves the right to reject any quotation without assigning any reason.
6. The rate quoted should be net and no discount, free services/offers quoted will be considered. For the purpose of clarity it is brought to the notice of the firms that Ministry will not be responsible for damage caused to equipments due to electric fluctuations. As such rates quoted should take care of such damages. The firm shall replace/repair equipment demanded due to power fluctuations at their own bid.

A [checklist](#) as per specimen should accompany the technical bid.

Yours faithfully,

S/d-

(P.S Verma)

Under Secretary to the Government of India

QUOTATION FOR TECHNICAL BIDDING

The Technical Bids should include the following details/documents:-

1. The date of Commissioning of the firm and a certificate of its continuous functioning in the maintenance business. Please enclose a certified photocopy of the Company Registration.
2. Indicate the date from which the firm is continuously registered with the Delhi Sale Tax Department for Work Contract Tax & Service Tax. Also enclose a certified photocopy of the Registration Certificate.
3. Please provide the details of maintenance contracts executed by the firms during the last three years. Specifically, highlight those in the Government Sector:-

Sl. No.	Name and address of the agency with Tel. No.	Details of equipment and nos. (Network servers and PC's, Printers, Scanners & other peripherals)	No. of resident engineers provided	Period of contract	Contract value (Rs)

4. Details of service Engineers:-

Sl.No	Name	Technical qualification	Area of specialization	No. of years of experience in computers maintenance	Date of joining the firm

5. Indicate whether the firm has expertise in maintaining computers and peripherals of different brands and vintage. If so, provide supporting documents.
6. Whether the firm has experience in LAN troubleshooting? If so, provide supporting documents.
7. Attach performance certificates from the existing Govt. clients.
8. Details of Bank Draft attached:

Bank Draft No.

Date:

Drawn on Bank:

Signature & full address of the Tenderer

CHECK LIST

Sl. No.	Description	Yes/No	Page No.
1.	Whether the firm is in existence for more than 3 years in the trade		
2.	Previous experience		
3.	Expertise preventive on site maintenance & repairs etc.		
4.	Performance certificate from existing Govt. clients		
5.	Registration of Company with Registrar of Companies		
6.	Work Contract Tax/Service Tax with Delhi Sales Tax		
7.	Details of Earnest money		
8.	Details of Service Engineers.		