

IMMEDIATE

No. 17016/08/2019-Ad.III
Government of India
Ministry of Home Affairs

New Delhi, 2nd Sept, 2019

E-Tender notice

Subject: Tender for Annual Maintenance Contract of Computers, Printers, UPS, Multifunction printers, scanners etc. - regarding.

Date of issue of Bid document: 02.09.2019
Due Date of Receipt: 23.09.2019, Time 3:00 PM
Date of opening of Technical Bid: 24.09.2019
Date of opening of Financial Bid: To be intimated later

This Department invites online quotations for Annual Maintenance Contract for computers, printers, multi-function printers, scanners as per dual bid system (i) Technical (ii) Financial Bid.

2. The terms and conditions of the contract may be seen at **Annexure-I**. Quotations may be submitted online by 3:00 PM on 23rd September, 2019. Technical bid shall contain all the documents in support of technical qualification of the bidder and financial bid shall strictly be submitted as per annexure II only.
3. Earnest Money Deposit of Rs. 50,000/- (Rupees Thirty Thousand) in the form of Bank Demand Draft drawn in favor of **DDO (Cash), Ministry of Home Affairs, New Delhi** may be submitted in a separate envelope as per Annexure IV at Hall No. 2, Jalebi Chowk, North Block, New Delhi before the last date of submission of bids.
4. The scope of work covers IT equipment listed in Annexure II installed in North Block, NDCC-II Building, Major Dhyan Chand National Stadium, Jaisalmer House, Vigyan Bhavan, Lok Nayak Bhavan, Sardar Patel Bhavan and residential office of Ministers/senior officers.
5. The firms should submit their Technical and Financial bids online only on Central Public Procurement Portal website: <http://eprocure.gov.in/eprocure/app> in the format as given in respective annexure on or before 3:00 PM on 23rd September, 2019. The technical bids shall be opened on 24th September, 2019. The technical bids of all the companies will be evaluated and technically qualified bidders will be declared accordingly. The Department reserves the right to accept or reject any or all quotations without assigning any reasons thereof.


(S. Samanta)

Under Secretary to the Govt. of India
Tele: 23094956

Copy to:- IT Cell for uploading the tender on MHA's website.
Jhuvel:

TERMS & CONDITIONS

1. Firm should have a minimum of three years' experience in Hardware Service/Annual Maintenance Contract field, duly supported by documentary evidence. The firm should have successfully executed AMC in at least three (3) Government Organizations during last three years and copy of the contract order in this regard should be enclosed with the list of clients, indicating the year of working and satisfactory report duly signed by the Department concerned.
2. Conditional bids shall not be considered and will be rejected summarily.
3. The L-1 firm whose tender is accepted will have to deposit security money/performance security @ 10% of total contract value with a validity of two months beyond contractual period. The earnest money and security money shall bear no interest.
4. Technical bid should also include the complete profile of the firm and above mentioned certificates/proof. The firm should also furnish the latest details of Govt. departments where they have completed the AMC in the Performa given below:-

S.N.	Name & address of the Govt. Department with telephone number	Details of equipment and number	No. of Resident Engineers provided	Period of Contract	Contract Value (Rs. In lakh)

5. No bidding firm will be allowed to withdraw its bids after opening of technical bid. If any firm intends to withdraw after opening of technical bids its EMD will be forfeited.
6. System maintenance charges shall not include the cost of consumables such as toners/cartridges/drums, CDs and DVDs. Annual Maintenance Contract shall be comprehensive in nature and include servicing and repair/fixing/replacement of HDD/RAM/SMPS/Motherboard of desktops and parts of UPS other than battery. In case the Hard Disk become corrupted, the firm should replace the Hard Disk with new one and old Hard Disk will not be returned back to the firm due to security reasons. The faulty adapter or power cable of any printer/computer/scanner will be repaired/replaced by the firm. Laser Printers maintenance includes all parts including Fuser Assemblies, Fuser Units and Teflon Sheets. In case keyboards/mouse turns out to be faulty or defective other than physical damage, it should be replaced by the Firm.
7. The firm would use only OEM spare parts. The firm must have multi-OEM product support capability i.e. HP, HCL, Dell, Acer, Lenevo etc. and shall act as single point of support contact for all the products. An OEM service provider certification in this regard should be submitted/uploaded.

8. New equipment as and when purchased by MHA will be included in AMC as soon as warranty expires.
9. The firm must have all equipment/support expertise to recover the data in case of damage of any hardware. No payment will be made for recovery of data. It would be included in the cost of AMC.
10. The new upgraded items (Memory, HDD etc.) purchased by MHA and installed into the existing AMC systems will also be included in AMC with the Company as soon as warranty period expires.
11. Schedule Preventive Maintenance: Proper service and cleaning of all the desktops/printers/MFPs from inside will be carried out on quarterly basis and report of the same signed by the user will be submitted in Admin-III Section. This activity must be followed strictly.
12. Whenever the system cannot be repaired on site within the specified time limits, the firm may take the equipment to their work-shop premises with prior approval and provide the alternate equipment of matching specification. This Ministry's equipment in any case will have to be repaired/set right within 7 days and returned to the Ministry. The firm will arrange their own transport for which no extra payment will be made.
13. The personnel of the Firm will comply with all the security regulation in MHA premises. The residential engineers will have to submit the attestation form duly filled for verification of character and antecedents.
14. The firm shall provided maintenance service through **eight** qualified experience and competent Resident Engineers who shall remain in MHA. The scope of work covered deployment of eight maintenance engineer at MHA from 9.00 hrs to 18.00 hrs on all working days, and if required on Saturday/Sunday or holidays also without any extra payment/facility. The engineer should be equipped with a mobile phone.
15. Resident Engineer should have sufficient and requisite knowledge of maintenance and trouble shooting in Window/Apple Mac/LAN environment and should be capable to diagnose and to provide quick solutions.
16. The Resident Service Engineers provided by the firm shall not be changed frequently. Only two changes in respect of each resident engineer will be permitted during the year. For any subsequent change a penalty of Rs. 5,000/- would be charged. However, if found incompetent by MHA, the resident service engineer shall be changed by the firm.
17. The Resident engineer deployed under the contract must have 3 years' experience in Computer Hardware, Diploma holder or BCA/B.Sc(IT) etc. Preference shall be given to companies which deployed technically qualified engineers.
18. AMC will be awarded initially for a period of one year. The rates quoted by the firm will remain the same for the entire period of the contract. No demand for revision of rates on any account



- shall be entertained during the contract period. The AMC contract may be extended for a further period on satisfactory performance of the firm.
19. The Resident engineer will make a Complaint/Log Register in which the nature of complaint, date and time of booking the complaint and time when the machine is repaired as well as total downtime must be indicated. This Log register will be signed by the firm's service engineer and user who made the complaint.
 20. The engineers shall report to NIC Cell of MHA and carry out all the activities under the technical supervision and control of NIC Cell and Ad.III Section of MHA.
 21. The firm should be registered with ESIC/EPFO and document proof must be attached in the technical bid. All the norms according to Labour laws/EPFO/Delhi Government's minimum wages rules for payment of engineers time to time should be followed by the firm.
 22. Payment Terms: The payment will be released on quarterly basis. The firm will submit quarterly bill along with the downtime statement and PM reports within one week of completion of the quarter to Ad.III Section, MHA.
 23. This Ministry reserves the right to cancel any or all the tenders without assigning any reason.
 24. If any firms try to mislead the Ministry/Department by producing the fake documents, they will be debarred forever for participating in all types of tender in this Ministry.
 25. In case the successful bidder found in breach of any condition(s) of the tender at any stage, the legal action as per rules/laws shall be initiated against the firm. In that case security money shall be forfeited after giving proper opportunity through show-cause notice.
 26. The firm should have Annual Turnover of at least Rs.1 crore per annum. Copies of annual turnover of 1 crore per annum for the last three years duly certified by the Chartered Accountant must be uploaded with last three year's ITR returns. The firm must be authorized service provider/partner of HP, Lenovo, Acer, HCL, Dell, LG, Kyocera, Brother, Canon etc.
 27. The bidders must be registered with the Service Tax Department and they must upload the latest Service Tax Clearance Certificate and GST registration certificate. In absence of these documents, the tender will not be entertained.
 28. All the bidders must upload a list of their owners/partners etc. alongwith their contract 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.
 29. Proper indexing and page numbering should be done on the uploaded documents.
 30. 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.



ANNEXURE-II

LIST OF ITMES

SN	Name of Equipment	Qty	Per unit Price	Total (in Rs.)
1.	Computers [Processors – Core 2 duo (120), i3/i5 (625), i7 (350), All in one i5 (28), apple I-mac (8), all in one i7 (20)	1151		
2.	Printers Canon/HP/Samsung/Brother make B&W Mono (758), B&W MFP (136), Colour Printers (10), colour MFP (128)	1032		
3.	Scanners HP Model 7500/8270 (60), HP Model-200/5590 (8), Canon 246 (23)	91		
4.	UPS 1 KVA Venus, Microtek, Pulsetech/Orbit/Nexus etc. (1100)	1100		

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Annexure-III to Tender Notice issued vide F. No.17016-08-2019-Ad-III (TECHNICAL BID)

S.N.	Particulars	To be filled by the Tenderer (with proper indexing/page number)
1.	Details of the firm (Name/address/telephone/fax)	
2.	Details of Demand Draft (EMD) i.e. DD No. and date, issuing bank and amount.	
3.	Proof of experience: Three year's experience in the Govt. Ministry/Department.	
4.	Attested documents of following: a) Audited accounts (for the year 2015-16, 2016-17, 2017-18) b) IT Return filed and IT Clearance Certificate for last 3 years. c) Sales Tax Certificate d) PAN / TAN Card e) Service Tax Registration No./GSTIN No.	
5.	Undertaking for non-blacklisting	
6.	Details of resident engineers with qualifications	
7.	Details of Annual Turnover (Rs.1 crore per annum) certified by Chartered Accountant for last 3 years	
8.	Satisfactory Certificate from at least three Government Departments during last three years.	
9.	Service Provider Certificate / OEM Authorization certificate	
10.	Token for acceptance of all terms and conditions as specified in tender notice	

Note:- All documentary proofs to be enclosed for above items failing which quotation will be rejected forthwith.

I hereby agree to abide by all the term & conditions of the tender document.

Date:

Place:

Name & Designation of the
Authorized signatory of the firm
(with seal of the Agency affixed)

ANNEXURE - IV

F. No. 17016/08/2019-Ad.III
Government of India
Ministry of Home Affairs

North Block, New Delhi
Dated

Name of the company.....

It is hereby declared that we have submitted the online bid against the tender of even No. dated..... vide reference No..... A Demand Draft No.datedis attached herewith.

Signature
(Name of the signatory)

*this letter along with Demand Draft may be submitted in a sealed envelope (the name of the company may be scripted on the envelope) shall be submitted before the scheduled last date to the Section Officer (Ad-III), Hall No. 2, Jalebi Chowk, North Block , New Delhi.